

This upgrade is applicable to h-series appliances: 15h, 25h, 35h, 55h, 105h, and 500h ONLY

**IMPORTANT:** Prior to upgrading your h-series appliance to 8.100 you must:

1. Review the [release notes](#) and confirm that you do not require:
  - iPrism Social Media Security
  - High-Availability active-passive failover
2. Determine if a memory upgrade is required – please see: [iPrism 8.100 Memory Upgrade Requirements - h series](#)
3. Make appropriate memory and BIOS changes - please see the Appliance Upgrade Guide for your model:  
Note: 25h Appliance does not require BIOS changes
  - [15h Appliance Upgrade Guide](#)
  - [35h Appliance Upgrade Guide](#)
  - [55h Appliance Upgrade Guide](#)
  - [105h Appliance Upgrade Guide](#)
  - [500h Appliance Upgrade Guide](#)
4. Obtain the 8.100 upgrade software on a USB drive
  - If you ordered a memory kit through EdgeWave, a USB drive with the software will be included.
  - If you did not order memory through EdgeWave or have a unit that does NOT require memory updates, then please send an email to [wavesupport@edgewave.com](mailto:wavesupport@edgewave.com) with the contact person and shipping address where we should ship a USB drive with your software free of charge.
5. Export your 7.11x event information if you wish to save and import these historical events into your 8.100 environment – please see Saving Your Historical Events in this document.
6. Create a configuration backup of your iPrism.

## 7.11X to 8.100 Upgrade Instructions

1. Please complete the 7.11x export instructions in the Saving Your Historical Events portion of this document. This is required if you wish to save and import these historic events into your 8.001 environment for reporting purposes. You can skip this step ONLY if you are okay with permanently deleting this information.
2. If you are using the iPrism inline, please make sure that the default route on the iPrism is the IP address of the device connected to the external interface. There should also be static routes for any users that are on a different subnet than the iPrism subnet. Static routes should be pointing to the IP address of the device connected to internal interface.
3. Please make sure to create a configuration backup off your existing iPrism: maintenance > backup & restore.
4. Please make sure you know and record the IP address, netmask, and default gateway that iPrism uses. These will be required later in the installation process.
5. Connect Keyboard (PS/2) and monitor to iPrism.
6. Reboot iPrism from the console menu. At the prompt, type in A and hit enter to get more options. Select option 16 (Halt/Reboot).
7. If upgrading 25h units, connect the USB stick and skip steps 8 and 9.
8. As soon as the unit starts to reboot, press DEL key to get into BIOS and make BIOS changes per the Appliance Upgrade Instructions for your model. You may skip this step if you have previously completed these BIOS changes.
9. Once you have made the BIOS changes and unit has completed reboot, connect the USB stick.
10. Reboot unit again and as soon as unit starts rebooting press F11 to get into boot menu.
11. Once in boot menu, select the USB stick entry, (**DO NOT** use entry starting with UEFI).
12. After a minute or so, it will alert you that it will **destroy everything** on this unit and ask if you want to continue with installation. Please make sure you have backed up your configuration and exported your historical events prior to continuing. This is your last chance.
13. Confirm that you want to **destroy everything**: select yes and hit enter.
14. It will take between 10-20 minutes, then it will ask you to remove the USB stick and continue.
15. Remove USB stick and continue.
16. Unit will perform birthday boot and power itself off.

17. Power unit back on and wait around 5 minutes.
18. Once it is done, you will get a console configuration menu login on the monitor.
19. Use admin account to login, no password required, and select option #1 to assign unit an IP/netmask/gateway/DNS. When asked for VLAN ID, leave it blank and hit enter.
20. Once you have applied changes, you will be able to access iPrism via a web browser.
21. Use user: iprism and pass: setup to get into install wizard.
22. You will be given an option from install wizard to either start a new configuration or restore a backup. Select restore backup and use the backup created in step #1 to restore.
23. The unit will reboot again after you are done with install wizard.
24. Once it is done rebooting, you are done with the upgrade process.
25. If you wish to restore your historical events, please complete the 8.100 import instructions in the Saving Your Historical Events portion of this document.

## Saving Your Historical Events

### What you will need

- An FTP server that is reachable over the network from the iPrism.
- A username/password combination for the FTP server.
- A directory on the FTP server for events to go into.

### 7.111 Export

Use these steps to save your historical event files prior to upgrading to 8.100.

1. Connect a PS/2 keyboard and monitor to the 7.111 iPrism.
2. At the prompt, type "A" and hit enter to get the Advanced menu.
3. Select option 24 (Configure Event Backup and Restore).
4. On the sub-menu, select "2" (Edit Configuration).
5. Provide the system with the requested information as it is requested.
  - Save Config to Permanent Memory: Yes.
  - Enable Synchronization Service: Yes.
6. On the sub-menu, run the Test Configuration option (4).
7. If everything looks good, then select "7" (Save Configuration).
8. Exit the sub-menu (8).
9. At this point, you will have to wait up to an hour for event export to begin, and additional time based upon how many event files / how large the event files are for synchronization to complete. Best advice: watch the FTP server for content stability in the directory where events are being installed.
10. Back up your configuration for reinstallation on iPrism 8.100

### 8.100 Import

Use these steps to restore your historical event files after upgrading to 8.100

1. From the admin console, login with "admin" account.
2. Select "10" (Import/Export Events).
3. Select "2" (Import events via FTP).
4. Enter the requested information for connecting to the FTP server.
5. FTP download will potentially take a while. Wait for all event files to be downloaded.
6. Once event files are downloaded, the iPrism will wait for confirmation before starting the event conversion process. When event conversion is complete, the iPrism will attempt to send an e-mail to the configured admin email address.