# Fudo Enterprise Product Upgrade Path

*Version 1.3 | Date: Jan 2025*

## INTRODUCTION

This guide is intended for users of Fudo Enterprise who have older versions of our products and wish to upgrade to the latest available version. Upgrading is essential to ensure top performance, security, and access to new features. Please read this entire guide carefully and follow the recommendations.

## IMPORTANT INFORMATION FROM TECHNICAL SUPPORT

Before proceeding with the upgrade, please check the version number of your Fudo Enterprise instance. Depending on the version number, you will need to follow a specific upgrade path.
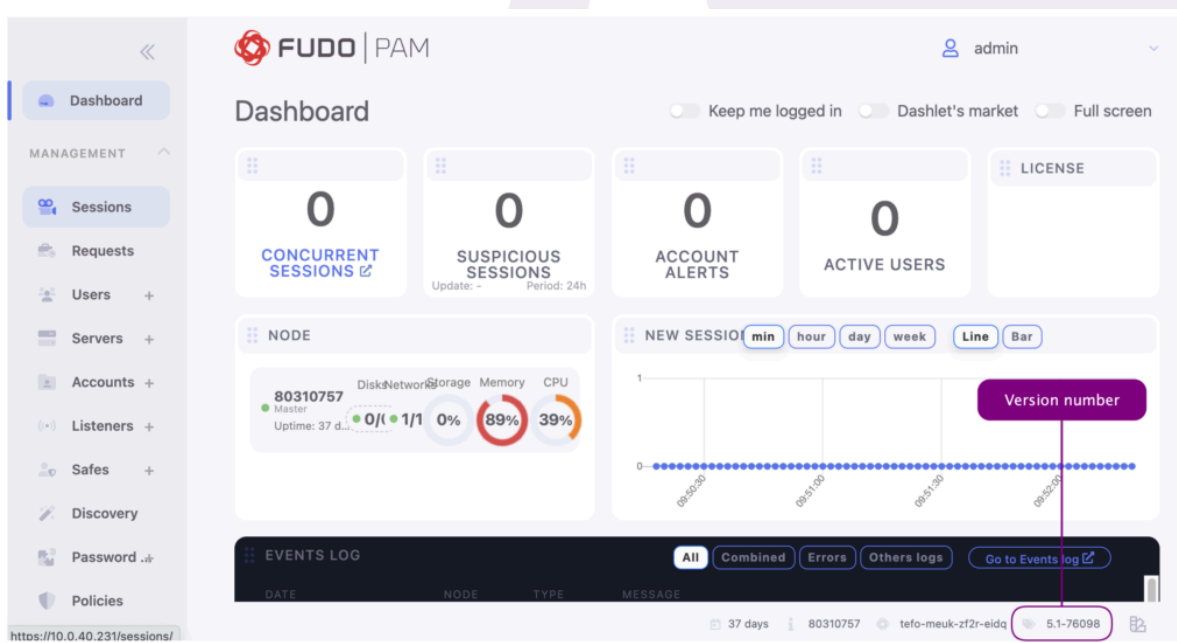


## UPGRADE ORDER PATH

Below you will find the optimal upgrade path diagram according to the recommendations of our technical support experts.

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**2.3-35081**

▼

**3.4-43130**

▼

**3.9-54403**

▼

**3.10-65494 \***

▼

**4.4-71166**

▼

**5.4.12 \*\***

▼

**Latest Version**

\* Additional steps are necessary for version 3.10. Please see the following sections for details.

\*\* Version 5.4.12 is a critical step in the upgrade path, but if you are currently on version 5.4.11, you can directly upgrade to the latest version without any issues. Both versions function in the same way for the upgrade process.

- The versions we have listed are essential in the upgrade path.
- If you are on a version in between, consult with us to determine the best upgrade path.
- If you encounter problems during the upgrade, you can consider adding proven intermediate versions.

## ADDITIONAL STEPS

Please note that in version 3.10, an additional step called ***Prepare*** is required. During this step, the database and its data are prepared for the PostgreSQL upgrade.

This process can be time-consuming and may take several days to complete. However, it should not disrupt the use of Fudo Enterprise or session establishment.

In the event that system load significantly increases, causing performance issues, the process offers an option to pause and resume at a time chosen by the administrator,

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such as during non-working hours or overnight. The ***Prepare*** process is a mandatory step before executing the upgrade to version 3.10, and the *'Upgrade'* button remains inactive until the ***Prepare*** step is completed.

For more information, please refer to the [Fudo Enterprise Documentation](#) or contact our support team.

## EXAMPLES

Please ensure that the exact build listed in the path diagram is used for the upgrade. Do not risk using a different build than the one listed on the path, especially a lower one, as the listed one is the latest.

**Upgrade from version 3.10-65494:**

To upgrade your Fudo Enterprise from version 3.10-65494 to the latest version, you must pass through version 4.4-71166 and 5.4.12 before reaching the latest version.

Upgrade order example: 3.10-65494 → 4.4-71166 → 5.4.12 → latest version

**Upgrade from version 4.4-67396:**

To upgrade your Fudo Enterprise from version 3.10-65494 to the latest version, you must pass through version 4.4-71166 and 5.4.12 before reaching the latest version.

Upgrade order example: 4.4-67396 → 4.4-71166 → 5.4.12 → latest version

**Upgrade from version 5.4.11:**

You can directly upgrade from version 5.4.11 to the latest version without needing to pass through version 5.4.12."

## IMPORTANT INFORMATION FOR UPGRADING FROM VERSIONS 5.2.x AND OLDER

Due to the significant changes in the database, the upgrading process from 5.2.x and older versions might take more time than usual.

There are a few things that need to be verified before the upgrade can be applied:
- Make sure your Fudo instance isn't undergoing any system-wide process, such as storage rebuild, or the system isn't under full-load.
- In a cluster configuration, make sure all nodes are synchronized and upgrade the slave node first.
- Make sure you have an active Premium or Standard Support maintenance contract.

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- As of Fudo PAM 5.3, Citrix, ICA, and Oracle protocols are no longer supported; it is required to remove the sessions (except those already exported) associated with these protocols.
- It is required to have the "Use root store certificates" option enabled in every HTTP server configuration.
- "Hitachi ID Privileged Access Manager" and "Lieberman Enterprise Random Password" must be removed from the External password repositories configuration.
- Users with names containing '#' or '%' chars must be removed or renamed.
- If there are multiple servers with the same address and port pair but different protocols, then only one of them can be left and the other must be removed.
- Remote app configuration must be removed from all the servers and accounts.
- In password changers configuration the server properties: "*protocol*", "*secproto*", "*ssl_to_server*", "*ssl_v2*", "*ssl_v3*", "*subnet*" are no longer supported and must be removed.
- Port number 8888 is now reserved. Listeners using this port must be modified to use another port.
- Port numbers greater or equal 60000 are now reserved. Listeners using these ports must be modified to use other ports.

**SUMMARY**

Upgrading Fudo Enterprise products is crucial for ensuring security, performance, and access to the latest features. Follow the recommended upgrade path or consult with us if you are on an in-between version. By following these steps, you will be able to enjoy the latest version of Fudo Enterprise products.

Thank you for choosing Fudo Enterprise and trusting our solutions!

**CONTACT US**

If you have questions or concerns, please get in touch at support@fudosecurity.com or by phone: +48 22 100 67 09.

Sincerely,

*Fudo Security Team*

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*Note: This guide may be subject to change depending on new versions and system requirements. Please make sure you have access to the latest documentation before starting the upgrade process.*