

SecurITPosture

Customer guide

Getting updates

The support site, downloading and verifying a release, and applying it.

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Draft: steps are specified but not final.

Vesta Cyber Solutions. Made from the same source as the guide on the web, so the two always match.

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Draft, pending the appliance build. The Vesta support site is being built, and the way an update is imported into the appliance is not built yet.

Updates are never automatic. The appliance never checks for updates and never fetches anything. You decide when to download and apply an update.

Each update is one file, tested and signed by Vesta. It may include a new AI model; the release notes say so when it does.

The support site

Vesta runs a customer support site, separate from your appliance. Vesta issues your organization's accounts on it. A support site account opens only the support site, never a product workspace, and shows only published releases and your own account.

1. Sign in with the account Vesta issued. The first sign in asks you to set a new password.
2. The home page shows the latest version, the list of releases with the newest first, and documentation links.

Download a release

1. Open the release. The page shows its version, date, release notes, SHA-256 checksum, and how to verify its signature.
2. Choose Download. The site creates a single use link that expires within 15 minutes.
3. If the link has expired or was already used, return to the release page and ask for a fresh one.

Each account may create up to 10 download links in an hour. Every link created and used is recorded.

Verify the file

Verify every file before you apply it. Do this on a trusted machine, not on the appliance.

1. Compute the file's SHA-256 checksum. For example, on Linux run `sha256sum <file>`, and on Windows run `Get-FileHash <file> -Algorithm SHA256`.
2. Compare the result with the checksum on the release page. They must match exactly.
3. Verify the detached signature with Vesta's published public key, following the steps on the release page.
4. If either check fails, do not apply the file. Contact Vesta support.

Read the release notes

The release notes list what changed, including any change to the AI model. A model change is also recorded in your audit log when the update is applied.

Apply the update

1. Take a backup or a snapshot of the appliance first.
2. Follow the written instructions that come with the release.
3. Afterwards, open Settings, then About, to confirm the version.

See the Administrator guide for backups.

Withdrawn releases

If Vesta withdraws a release, it disappears from the list and its download links stop working. Vesta keeps the record of who downloaded it.