Generic Systems Australia
Local Experts in Secure Managed File Transfer

Our Annual Upgrade and Health Check Service provides dedicated resources to update your organisation's GoAnywhere environment to the latest version. It includes a review of your organisation's upgrade strategy plan by one of our experienced local Technical Consultants, a Health Check of your system, and a consultation on any risks and compatibility issues associated with an upgrade.

Services Include:

- **System Evaluation:** Prior to upgrade, our local specialist will conduct an evaluation of your existing environment to identify issues and configurations that require special attention before upgrading.
- **Preparation Meeting:** A local GoAnywhere expert will present the findings and verify the scope of the upgrade.
- **Upgrade:** Our local GoAnywhere expert will assist with the upgrade of your environment, staying on hand to address any issues that may arise during the upgrade process. If you don't have a test environment, we'll provide a temporary licence.
- **Rollback:** In the unlikely event you encounter an unforeseen production issue, we will provide up to two hours of services to mitigate the issue. If the issue cannot be resolved, we will guide you through the rollback process and restore GoAnywhere to the previous working state.
- **Health Check:** We will evaluate the security configurations, performance logs, and overall health of your system. Our local expert will check the number of licenses, workspaces, and job logs, then assist with optimising them. They will also advise you of opportunities to further leverage your investment in GoAnywhere to improve your organisation's efficiency and security.

Annual Upgrade

Planning	Implementation
Plan, discuss, and review a strategy outline, risks, and compatibility for the upgrade.	• Validate backup/restore of all applicable configurations • Upgrade of one GoAnywhere licence to the latest version • Upgrade of one GoAnywhere Agent to the latest version • Upgrade of one DMZ Gateway to the latest supported version (if applicable)
Validation and Testing	**Requirements**
• Validate connectivity between GoAnywhere applications • Perform pre-defined validation and testing procedures • Test all protocol connectivity and validate reporting is working • Conduct basic troubleshooting of the GoAnywhere configuration for issues related to the service • Assist with up to one rollback to the previously implemented version of GoAnywhere (if needed)	• Perform User Acceptance Testing (UAT) on a separate GoAnywhere environment (e.g. test or pre-production). This is highly **highly recommended** before routing traffic to GoAnywhere. (The customer is responsible for performing UAT activities unless UAT services are purchased.) • Change freeze on GoAnywhere configuration is required as soon as the upgrade service starts until the upgrade has finished.

Health Check

Environment Information Gathering

- Review current versions of GoAnywhere software, DMZ Gateway Server(s), and Agent(s)
- Cluster xml settings and nodes
- Review all Admin Server configurations on each node for best practice configurations
- Licenced features
- Review Java version and memory allocation to max heap
- Review hardware specs of the operating system(s)
- Database statistics
- Review external database configuration and assist with migration from default Derby database if required
- Key Stores (File-based or KMS)
- SSL and SSH key hosting review
- DoS attack, Brute-Force, malicious username analysis
- Service Listener configuration review
- Job Logs – top errors, log settings
- Top Workflow projects with longest time execution (review only)
- Monitor, Trigger, and Scheduler engine balance review
- Run a Security Settings Audit

Report Creation

- Custom-built report to evaluate specific environmental recommendations
- OS specs and database configuration
- Licenced features
- SSL Certificate settings
- Security settings
- Current version and relation to latest GoAnywhere MFT release
- Detailed observations of positive configuration settings, and weak configuration settings.
- File transfer volume review
- Common error log review
- Clustered node logs review
- Security Settings Audit Report
  - ◇ Passed|Failed|Fatal|Not Applicable
- Additional recommendations

Report Review

- Consultant will review the priority items for change with your team.
- Consultant will give feedback on best practice for change management implementation on items.

Our Annual Upgrade and Health Check Service delivers the most up-to-date version of GoAnywhere and Best Practices. Contact us today to schedule your Upgrade and Health Check!

Generic Systems Australia is the Asia-Pacific region's leading provider of secure MFT solutions. If you'd like to explore how your organisation's efficiency and bottom line could be boosted through MFT technologies, please feel welcome to reach out to our Business Manager, Bradley Copson, for an obligation-free discussion and free POC, at www.genericsystems.com.au.