



## Technical Support

### Product Download

#### Content Analysis 2.2.1

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#### Description:

Patch Support Policy

The Patch Release version which you are about to download is intended to deliver a specific code fix(es) for issues experienced in certain situations based on given topologies or device configuration. Download and use of any Patch Release version should only be done if so instructed by Symantec personnel. Note that any patch release will be removed from the download site after the code changes are integrated into a subsequent Maintenance Release.

#### Upgrade to CA 2.2.x

##### Upgrade Path to CA 2.2.x

**Current CA Version: 2.1.x > Yes (upgrade directly to CA 2.2.x)**

**Current CA Version: 1.3.7.x > No (upgrade to CA 2.1.x then CA 2.2.x)**

**All versions released before 1.3.7.x > No (upgrade to CA 1.3.7.x > CA 2.1.x > CA 2.2.x)**

##### Upgrade Procedure

Follow the steps below to upgrade from CA 2.1.x to CA 2.2.x:

1. Back up your CA 2.1.x configuration using the **Utilities > Configuration > Get Configuration** option in the Content Analysis management console.
2. Log in to MySymantec.com and download the CA 2.2.x image.

**Note: During the upgrade process, Symantec recommends you disable the Content Analysis appliance from receiving production traffic to prevent issues that could affect users while the system reboots. In addition, this will avoid potential loss of analysis data.**

3. On the **System > Firmware** page in the management console, upload the system image.

##### Downgrade Support

Downgrades from CA 2.2 to CA 2.1 are supported.

Because of infrastructure changes introduced in CA 2.X, downgrades from CA 2.1.x to 1.x are not supported; a factory reset would be required after downgrading.

Imported IVM profiles do not persist with a downgrade to pre-2.2 versions. For example, if you downgrade to CA 2.1.1, you will lose any profiles that were imported from a different Content Analysis appliance.

Any IVM profile that existed in CA 2.1 will migrate properly to CA 2.2 and will remain intact if the appliance is downgraded back to v2.1. However, IVM profiles created in CA 2.2 will not be available after a downgrade to v2.1.

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