

Action plan upgrade firmware VFW Sophos to version 20.0.3 MR-3					
No.	Task	Duration Time (Min)	Downtime	Responsibility	Remark
1. Preparation					
1.1	Download path version	-	-	INET	Internal Process of INET (Before Contact to customer)
1.2	Backup configure before upgrade				
1.3	Snapshot virtual firewall before upgrade				
1.4	Import path file version 20.0.3 MR3 to VFW				
1.5	Restore VFW before upgrade				
2. Implementation					
2.1	Execute firmware upgrade	10 Mins	10 Min		If any step can't be upgraded,The rollback plan will be executed immediately.
2.2	Verify version and check status VFW				
Summary		10 Mins	10 Min		
3. Recheck					
3.1	Proceed verify according refer Checklist	30 Mins	-	INET	
3.2	Customer recheck service after upgade	-	-	Customer	
Summary		30 Mins	-		
4 Rollback					
4.1	Disconnect all interfaces on VM and power off	10 Mins	5 Mins	INET	
4.2	Power on VFW restore and connect all interfaces				
4.3	Proceed verify according refer Checklist	10 Mins	-		
4.4	Customer recheck service after upgade	-	-	Customer	
Summary		20 Mins	5 Mins		