

Midori Group

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Upgrading DNSFilter

YOU NEED

- Outdated version of DNSFilter, Midori-issued laptop, user credentials

NOTE

Upgrade as soon as security tells you to prevent vulnerabilities or exploits.

Follow this guide to safely upgrade your version of DNSFilter installed on your Midori-issued laptop. This guide covers these steps:

1. Confirm the request from the security team is legitimate
2. Create a restore point
3. Enter scripts to update your DNSFilter version
 - a. Uninstall your outdated version
 - b. Install the up-to-date version
 - c. Check DNSFilter is running
4. (if needed) Restore from a restore point
5. (if needed) Submit a ticket to the security team

1. Confirm the request from the security team is legitimate

Rogue actors may try to get you to install a beta version with potential security issues or even an older version. Always make sure that any email you receive from the security team:

- shows the correct address when you select or hover over the email's "From:" link:
infosec@midoriusa.com
- asks you to install a version more recent than your current one. Check the version number provided to you against DNSFilter's changelog at
<https://feedback.dnsfilter.com/changelog>

2. Create a restore point

1. Press **Windows key**  + **R** to open the Run window.
2. Type “control panel” and press the **Enter key** or click the OK button.
3. In Control Panel, select Recovery.

NOTE

If you can't find Recovery, select the “View by:” dropdown and choose either “Large icons” or “Small icons.”

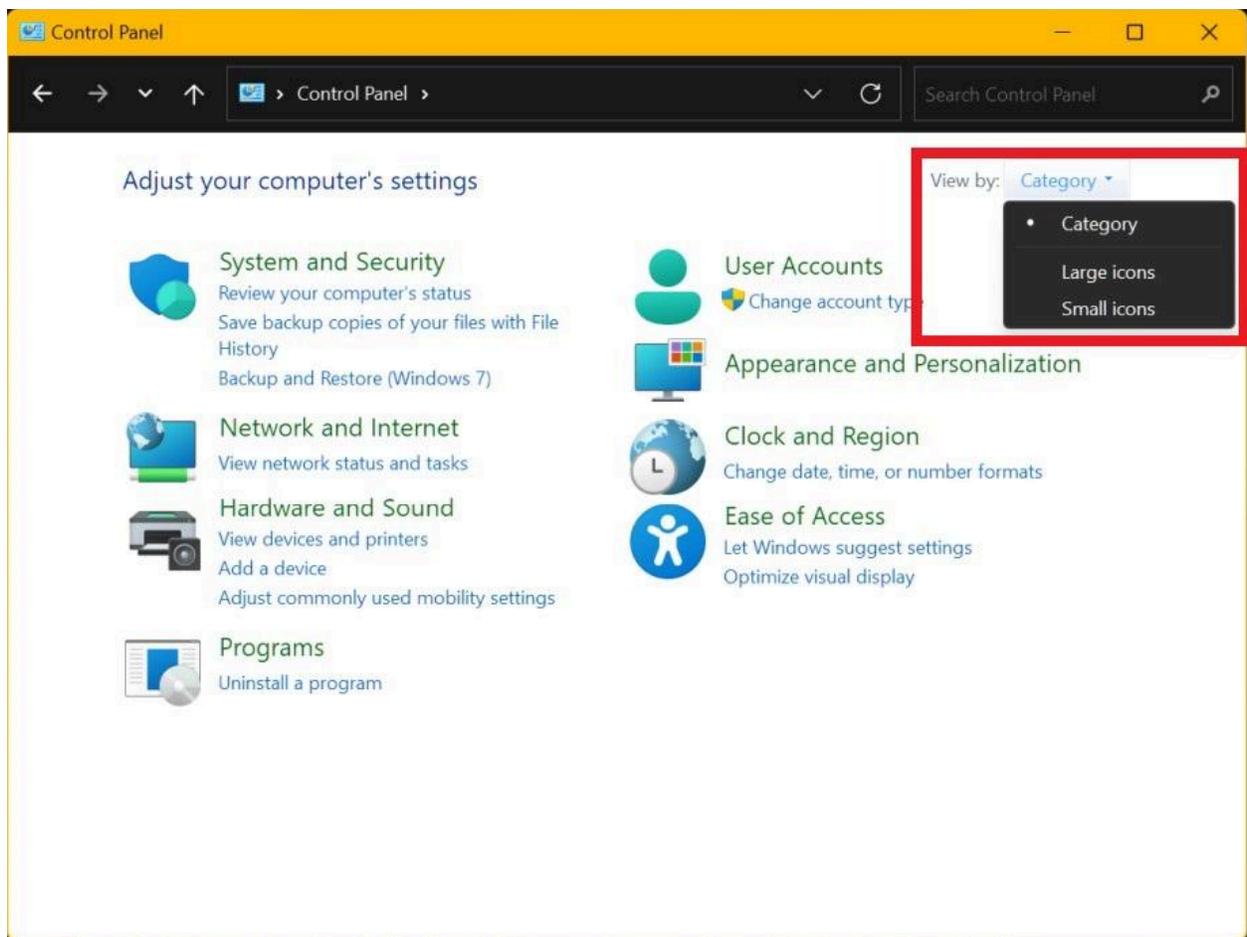


Figure 1: Using the “View by:” dropdown to change which icons are shown

4. Select “Open System Restore”. If you get the message “System protection is turned off”, select the “system protection” link.

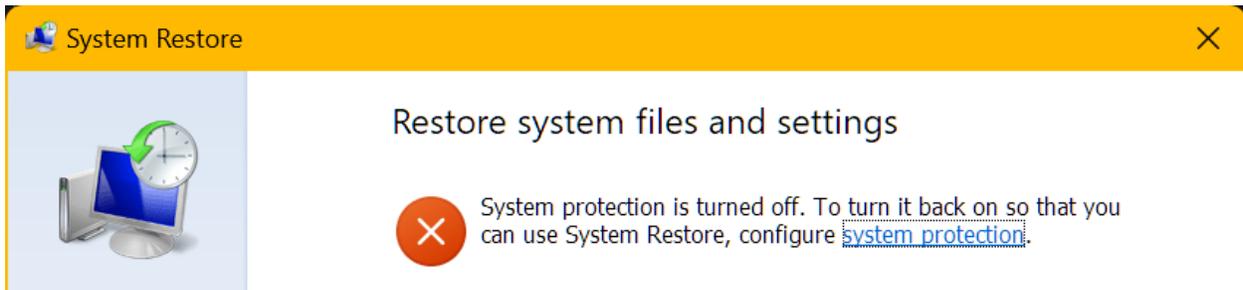


Figure 2: Error when system protection is turned off

Then change your settings to match the below screenshot and select the OK button. (Midori Security Runbook X, VI, i. expands on this.)

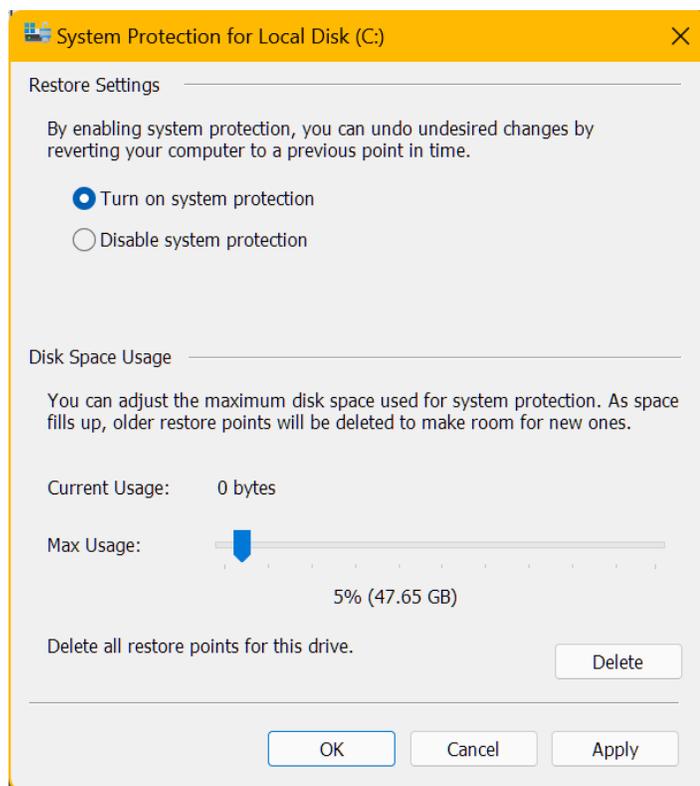


Figure 3: System Protection settings

In the “System Properties” window, on the “System Protection” tab, select the “Create...” button to create a new restore point. Give it a name you can easily remember. Windows records the date and time you create it.

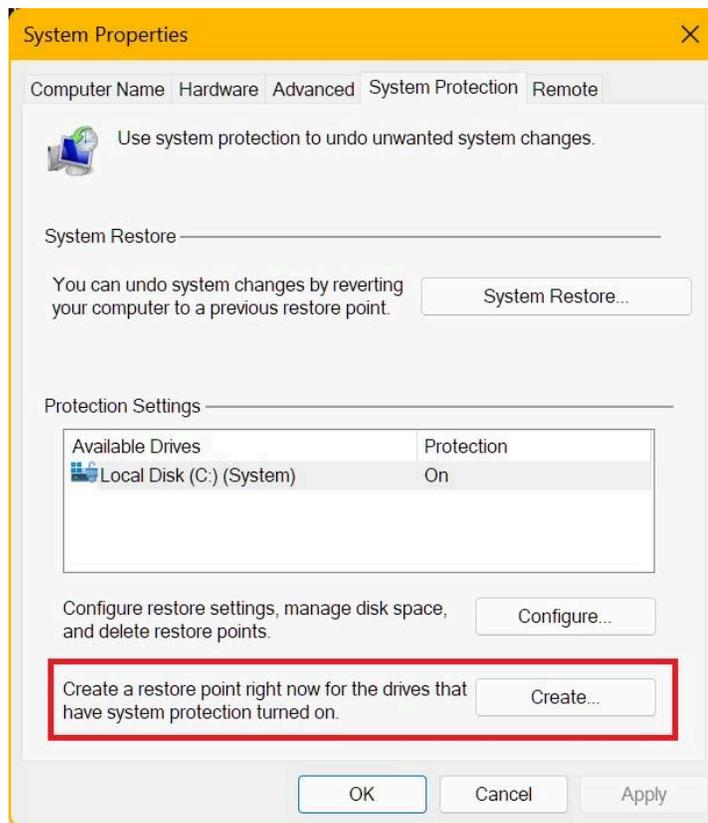


Figure 4: Creating a new restore point

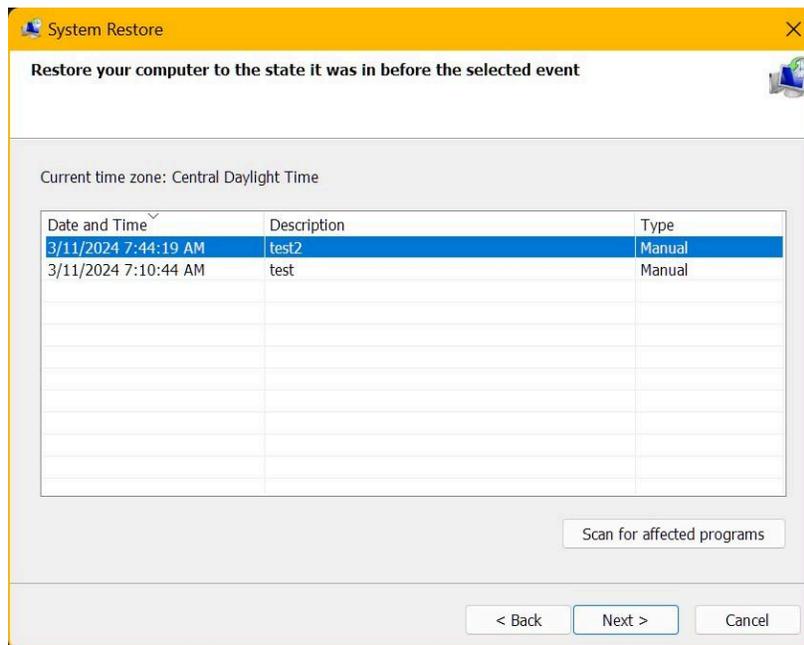


Figure 5: List of system restore backups

3. Enter scripts to update your DNSFilter version

1. Press **Windows key**  + **R** to open the Run window.
2. Type “cmd” and press **Ctrl+Shift+Enter** to open an elevated Command Line window.
Select the “Yes” button if User Account Control prompts you to confirm opening.

I. Uninstall your outdated version of DNSFilter

To uninstall DNSFilter, enter this script:

```
wmic product where name="DNSFilter Agent" call uninstall
```

WARNING

Running this code outside of the upgrading process violates [Midori's Employee Laptop User Agreement](#). Per Article 5, Section II, any employee who uninstalls DNSFilter without written permission **is subject to disciplinary action up to and including termination**. Besides, if DNSFilter is uninstalled, it prevents Internet access on your device.

II. Install the up-to-date version of DNSFilter

To upgrade DNSFilter, enter the script below. Replace “SITESECRETKEY” with your employee ID number. (Find this in your [profile settings](#) on the Midori SharePoint portal or on page 4 of your Midori Employee Manual.) Also replace “VERSIONNUMBER” with the number the security team provides you.

```
msiexec /qn /i "C:\path\to\DNSFilter_Agent_Setup.msi" \
NKEY="SITESECRETKEY" VERSION="VERSIONNUMBER"
```

III. Check whether DNSFilter is running

Enter this script to check whether DNSFilter is running on your laptop:

```
SC QUERY "DNSFilter Agent"
```

If the message “DNSFilter (VERSIONNUMBER) is active.” appears, you’re done upgrading. However, if any other message or error appears, continue to step 4.

4. (if needed) Restore from a restore point

1. In the “Recovery” window, select “Open System Restore”.

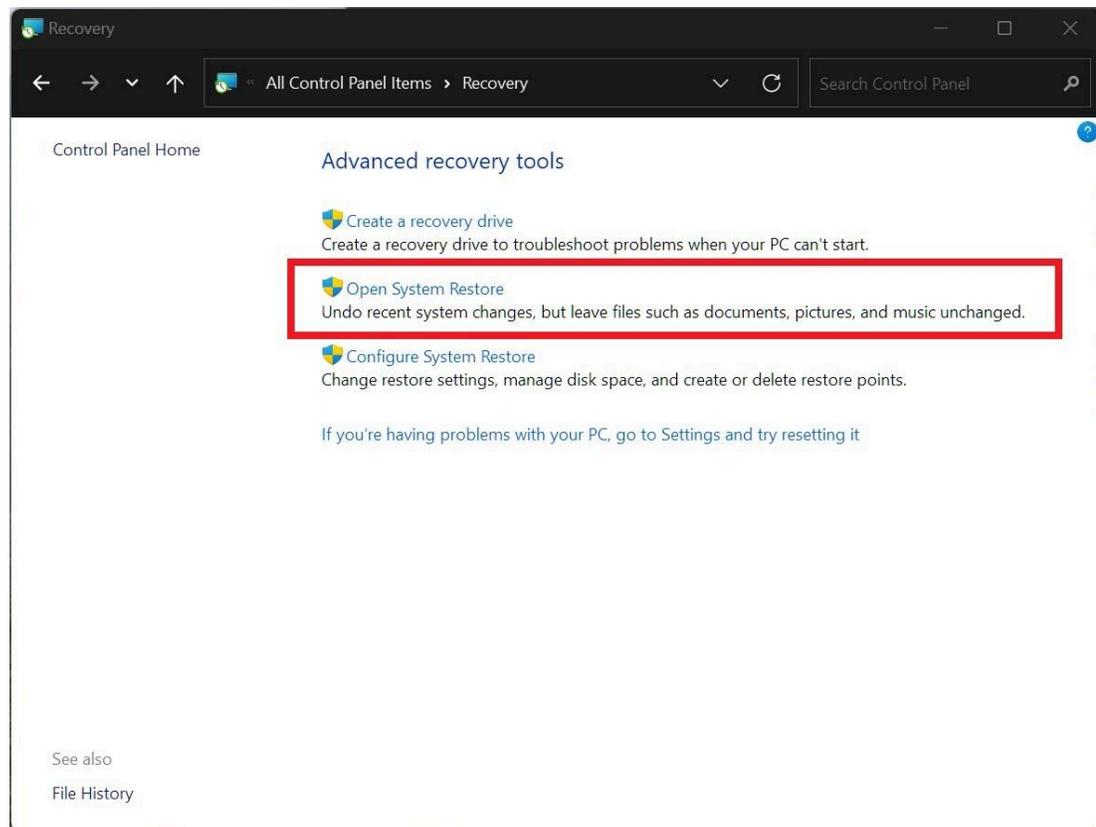


Figure 6: Opening System Restore

2. Select “Next >”, then select the backup you made in step 2. After that, select “Next >”, confirm your choice, and select “Finish”.

Windows restarts to restore your system to the state it was in before DNSFilter failed to install. During this process, Windows uninstalls applications and drivers installed after you made the restore point, but it doesn't touch any of your documents or personal data.

4. (if needed) Submit a ticket to the security team

If DNSFilter fails to upgrade for any reason, submit a ticket to the security team via email. (infosec@midoriusa.com) Include these in your email:

- “Urgent” flag
- Employee ID and device credentials (find these in your [Profile settings](#) on the Midori SharePoint portal)
- Error message or description of problem (see “[Reporting Using Event Viewer](#)”)

- Steps to reproduce the problem, including any helpful screenshots

A member of the security team will contact you with a fix as soon as possible.

The security team is notified when you upgrade your DNSFilter installation. Only send an email if your system shows an error.
