



Pexip Infinity

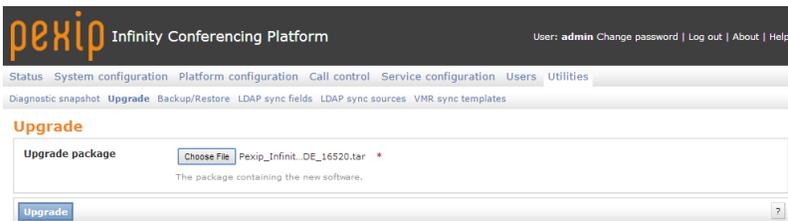
Upgrading to version 12

Upgrading from version 4 or later to version 12

i During an upgrade from version 11 or earlier to version 12 you will not be able to host any conferences on those Conferencing Nodes that are still running the earlier software version. You will experience "No valid license available" errors should anybody try to join a conference on those nodes. Those nodes will be able to host conferences again as soon as they have been upgraded to the new software. If you need to upgrade your platform during active business hours we recommend that you put all of your Conferencing Nodes into maintenance mode prior to starting the upgrade. As each node is upgraded it will automatically come out of maintenance mode and be able to host new conferences.

To upgrade Pexip Infinity software from v4 or later to v12:

1. Before upgrading, we recommend that you use your hypervisor's snapshot functionality to take a full VMware/Hyper-V snapshot of the Management Node. If upgrading from v8, due to incompatibilities resolved in v8.1, ensure that you take a non-quiescing snapshot. This snapshot will be required should you later need to downgrade, or if the upgrade fails. You may also want to take a snapshot of each Conferencing Node, although depending on the size and complexity of your deployment it may be easier to simply redeploy these from the Management Node in the unlikely event that this is required.
2. Download the Pexip Infinity upgrade package for v12 from www.pexip.com/software-download.
3. From the Pexip Infinity Administrator interface, go to **Utilities > Upgrade**.
4. Select **Choose File** and browse to the location of the upgrade package.



5. Select **Upgrade**. There will be a short delay while the upgrade package is uploaded. After the upgrade package has been uploaded, you are presented with a confirmation page showing details of the existing software version and the upgrade version.
6. To proceed, select **Upgrade**. You are taken to the **Upgrade status** page, showing the current upgrade status of the Management Node and all Conferencing Nodes. This page automatically refreshes every 5 seconds.
7. When the upgrade completes, all systems will show a status of **No upgrade in progress** and have the new **Installed version**. If a Conferencing Node fails to upgrade, for example if it remains on a **Waiting for calls to clear** status, it should be rebooted. The upgrade process will then continue as expected.

If you are using VMware snapshots for backup purposes, we recommend that you delete those snapshots after approximately two weeks, providing your upgraded system is operating as expected. This is because Virtual Machines, in general, should not run with snapshots over time.

For full details on upgrading Pexip Infinity, see the [Upgrading the Pexip Infinity platform](#).

Upgrading from version 3 to version 12

To upgrade Pexip Infinity version 3 software to the latest version, you must first upgrade to version 6. To do this:

1. Download the Pexip Infinity v6 upgrade file (contact your Pexip authorized support representative for the link to this file).
2. Follow the steps outlined above, but when asked to **Choose File** browse to the location of the **v6** upgrade file.
3. Verify that the upgrade has completed successfully.
4. Download the Pexip Infinity **v12** upgrade file.
5. Follow the steps outlined above, and when asked to **Choose File** browse to the location of the **v12** upgrade file.