



Pexip Infinity

Upgrading to version 15.1

Upgrading from version 8 or later to version 15.1

During the upgrade process, each Conferencing Node is selected, one at a time, and is automatically placed into maintenance mode. It then waits for up to 1 hour for calls to finish on that node before performing the upgrade and then putting that node back into active service. After each node is upgraded (or the hour time limit is reached), the next Conferencing Node is selected, placed into maintenance mode and upgraded, and so on until all Conferencing Nodes have been upgraded.

Alternatively, to avoid unpredictable system behavior due to Conferencing Nodes running conflicting software versions, you may want to manually put **all** of your Conferencing Nodes into maintenance mode before initiating the upgrade process. This will allow all existing calls to finish, but will not admit **any** new calls. You should then actively monitor your Conferencing Nodes' status and manually take each node out of maintenance mode after it has been upgraded to the new software version, so that the system can start taking new calls again on those upgraded nodes.

- i** During an upgrade from version 11 or earlier to version 12 or later 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.

To upgrade Pexip Infinity software from v8 or later to v15.1:

1. Before upgrading an on-prem deployment, 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. Before upgrading a cloud-based deployment (AWS or Azure), you should backup the Management Node via Pexip Infinity's inbuilt mechanism (**Utilities > Backup/Restore**).
2. Download the Pexip Infinity upgrade package for v15.1 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 **Continue**. 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 **Start 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 versions 3-7 to version 15.1

If you are running a Pexip Infinity software version between v3 and v7 inclusive, to upgrade to the latest version, you must first upgrade to version 8. To do this:

1. Download the Pexip Infinity v8 upgrade file (contact your Pexip authorized support representative for the link to this file).
2. Follow the steps outlined in [Upgrading from version 8 or later to version 15.1](#), but when asked to **Choose File** browse to the location of the **v8** upgrade file.
3. Verify that the upgrade has completed successfully.
4. Download the Pexip Infinity **v15.1** upgrade file.
5. Follow the steps outlined in [Upgrading from version 8 or later to version 15.1](#), and when asked to **Choose File** browse to the location of the **v15.1** upgrade file.