



Pexip Infinity

Upgrading to version 17.3

Upgrading from version 13 or later to version 17.3

When the upgrade process starts, the Management Node is upgraded first. Then up to 5 Conferencing Nodes are selected and are automatically placed into maintenance mode. When all calls have finished on a node that is in maintenance mode, that node is upgraded and then put back into active service. Another Conferencing Node is then selected, placed into maintenance mode and upgraded, and so on until all Conferencing Nodes have been upgraded.

If all of the calls on a Conferencing Node that is in maintenance mode have not cleared after 1 hour, the node is taken out of maintenance mode and put at the back of the queue of nodes to be upgraded. A further attempt to upgrade that node will be made after all other nodes have been upgraded (or had upgrade attempts made). Up to 5 Conferencing Nodes may simultaneously be in maintenance mode or in the process of being upgraded at any one time.

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 Upgrades to v17.3 from versions prior to v16 may take slightly longer than previous upgrades that spanned multiple versions.

To upgrade Pexip Infinity software from v13 or later to v17.3:

1. Before upgrading an on-premises deployment, we recommend that you use your hypervisor's snapshot functionality to take a full VMware/Hyper-V snapshot of the Management Node. 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 (Azure, AWS or GCP), you should backup the Management Node via Pexip Infinity's inbuilt mechanism (**Utilities > Backup/Restore**).
2. Download the Pexip Infinity upgrade package for v17.3 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.

pexip Infinity Conferencing Platform User: admin Change password | Log out | About | Help

Status System Configuration Platform Configuration Call Control Service Configuration Users Utilities

Upgrade

Upgrade package Choose File Pexip_Infini...DE_20755.tar

The package containing the new software.

For more information, see Upgrading the Pexip Infinity platform.

Continue ?

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 nodes 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 [Upgrading the Pexip Infinity platform](#).

Upgrading from version 12 or earlier to version 17.3

Upgrading from versions 8-12 to version 17.3

If you are running a Pexip Infinity software version between v8 and v12 inclusive, you must first upgrade to version 13 and then upgrade again to version 17.3. To do this:

1. Download the Pexip Infinity **v13** [upgrade file](#).
2. Follow the steps outlined in [Upgrading from version 13 or later to version 17.3](#), but when asked to **Choose File** browse to the location of the **v13** upgrade file.
3. Verify that the upgrade has completed successfully.
4. Download the Pexip Infinity **v17.3** upgrade file.
5. Follow the steps outlined in [Upgrading from version 13 or later to version 17.3](#), and when asked to **Choose File** browse to the location of the **v17.3** upgrade file.

Note that if you are upgrading from v8, due to incompatibilities resolved in v8.1, ensure that you take a non-quiescing snapshot when backing up your Management Node prior to upgrade.

Upgrading from versions 3-7 to version 17.3

If you are running a Pexip Infinity software version between v3 and v7 inclusive, you must first upgrade to version 8 (contact your Pexip authorized support representative for the link to the v8 upgrade file), then upgrade to v13, and then finally upgrade again to v17.3 as described above.