

Upgrading to version 24.3

- i Upgrading from version 21.0:** there is a known issue when upgrading from v21.0 to any subsequent version whereby cloud bursting Conferencing Nodes will not successfully upgrade. The workaround is to power on the Conferencing Nodes at least 15 minutes prior to upgrading from v21.0. This issue was fixed in v21.1, therefore upgrades from v21.1 to later versions are not affected.

Upgrading from version 17 or later to version 24.3

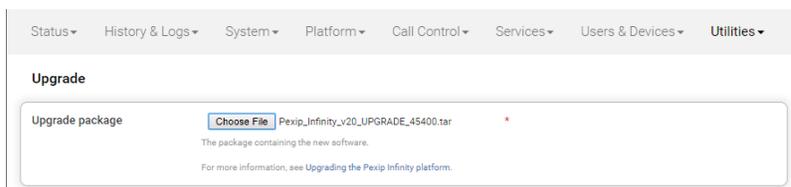
When the upgrade process starts, the Management Node is upgraded first. Then up to 10 Conferencing Nodes are selected and are automatically placed into maintenance mode. When all calls have finished on a node that is in maintenance mode, that node is upgraded and then put back into active service. Another 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 10 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.

To upgrade Pexip Infinity software from v17 or later to v24.3:

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 (after it has been rolled back) 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 v24.3 from the [Pexip download page](#).
3. Before upgrading, ensure that all "always-on" Conferencing Nodes are powered on and are reachable (i.e. no Connectivity Loss errors), and are all running the same version from which you are upgrading. You do not need to power on any cloud bursting nodes (unless you are upgrading from version 21.0, in which case they must be powered on also).
4. From the Pexip Infinity Administrator interface, go to **Utilities > Upgrade**.
5. Select **Choose File** and browse to the location of the upgrade package.



6. 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.
7. 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.

8. 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.
9. If you have Pexip CVI for Microsoft Teams you must also upgrade your associated Teams Connector deployment in Azure to the same version as your Pexip Infinity deployment (including minor/"dot" releases).
 - ❗ When upgrading your Teams Connector to version 24:
 - When upgrading to a new major release (e.g. from v23.n to v24), you must use the latest version of the redeploy script as contained within the v24 documentation. You can use your existing redeploy script if you are upgrading to a new minor/"dot" release (e.g. from 24.0 to 24.3).
 - Note that there have been no changes to the variables initialization script between version 23 and version 24.
 - If you have deployed multiple Teams Connectors, you must follow the same redeploy process (with the appropriate variable initialization script) for each Teams Connector.
 - As with all upgrades, you can continue to use the Pexip CVI app from your existing deployment.

Full instructions are available at https://docs.pexip.com/admin/teams_managing.htm#upgrading.

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 versions 13-16 to version 24.3

If you are running a Pexip Infinity software version between v13 and v16 inclusive, you must first upgrade to version 17 and then upgrade again to version 24.3. To do this:

1. Download the Pexip Infinity **v17 upgrade file**.
2. Follow the steps outlined in [Upgrading from version 17 or later to version 24.3](#), but when asked to **Choose File** browse to the location of the **v17** upgrade file.
3. Verify that the upgrade has completed successfully.
4. Download the Pexip Infinity **v24.3** upgrade file.
5. Follow the steps outlined in [Upgrading from version 17 or later to version 24.3](#), and when asked to **Choose File** browse to the location of the **v24.3** upgrade file.