

Upgrading to version 33

- i** If you are running a software version between v27 and v31.3 inclusive, you must first upgrade to version **31.4** and then upgrade again to version 33; see [Upgrading from versions 27-31.3 to version 33](#).

Upgrading from version 31.4 or later to version 33

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.

Remove any MD5/SHA1 certificates before upgrading to v32 or later

- i** If you are upgrading from versions prior to v32, you must remove any existing MD5/SHA1 certificates before upgrading to v32 or later.

You can check all your existing certificates by the following methods:

- Go to **Certificates > TLS Certificates**, **Certificates > Root Trust CA Certificates** and **Certificates > Intermediate CA Certificates**, and then view the **Certificate contents** for each certificate and check the **Signature Algorithm** for references to md5 or sha1.
- Go to https://<manageraddress>/api/admin/configuration/v1/tls_certificate/ and https://<manageraddress>/api/admin/configuration/v1/ca_certificate/ and search for references to md5 or sha1.

How to upgrade

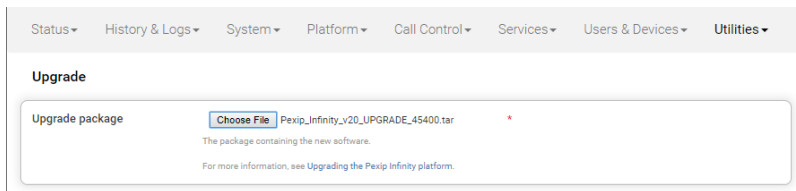
When upgrading, please note that:

- A Management Node upgrade may take a long time, potentially up to 1 hour. Do **not** reboot the Management Node under any circumstances. If you are concerned about the time the upgrade is taking, please contact your Pexip authorized support representative.
- There is normally no need to reboot a Conferencing Node. If a Conferencing Node appears to be stuck for over 1 hour then contact your Pexip authorized support representative — do **not** reboot the node.

To upgrade Pexip Infinity software from v31.4 or later to v33:

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, GCP or Oracle), you should backup the Management Node via Pexip Infinity's inbuilt mechanism (**Utilities > Backup/Restore**).
2. Download the Pexip Infinity upgrade package for v33 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.
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 the upgrade process completes and there are some nodes that have failed to upgrade, you can restart the upgrade process by uploading the upgrade package to the Management Node again via **Utilities > Upgrade**. This will skip over any nodes that have already been upgraded.
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).

i When upgrading your Teams Connector to version 33:

New upgrade steps for version 33

- There are some new variables in the variables script to support Microsoft Teams Rooms SIP/H.323 calling:
 - `$PexipConfiguredConnectorFqdn` and `$PexipOutboundFqdn`.
 These new variables are passed as new parameters to `create_vmss_deployment.ps1` in the installation and redeploy scripts.
- There are some new variables in the variables script to support private routing:
 - `$PxExistingVNETResourceId` and `$PxUsePrivateRouting`.
 These new variables are passed as new parameters to `create_vmss_deployment.ps1` in the installation and redeploy scripts.
- Changes related to the support of certificate-based authentication of the CVI app:
 - A password-based authentication future deprecation notice has been added to the installation script.
 - The `create_vmss_deployment.ps1` command in the installation and redeploy scripts now takes `AppId` and `AppPassword` parameters instead of `AppCredential` (they still support password-based authentication).
- Other changes to the installation/redeployment scripts:
 - The commands to connect to MS Graph have been changed to use `PexTeamsMsGraph` in the `PexTeamsCviApplication` module.

Standard upgrade steps

- You must use the latest version of the redeploy script as contained within the v33 documentation.
- You must be using Az module version 9.0.1 minimum.
 - To check your installed version you can run:


```
Get-InstalledModule -Name Az -AllVersions
```
 - To install the latest appropriate Az version you can run:


```
Install-Module -Name Az -MinimumVersion 9.0.1 -MaximumVersion 9.7.1 -AllowClobber -Scope AllUsers
```
- If you (the person performing the upgrade) did not perform the initial installation, you should ensure that you have all the relevant PowerShell modules and versions installed. If you are connecting to Azure Resource Manager / Microsoft Graph from your Windows PC for the first time, you must run the following PowerShell commands (as Administrator):


```
Install-Module -Name Az -MinimumVersion 9.0.1 -MaximumVersion 9.7.1 -AllowClobber -Scope AllUsers
Install-Module Microsoft.Graph -MinimumVersion 1.28.0 -MaximumVersion 2.2.0 -AllowClobber -Scope AllUsers
```

Note that:

- The installation of Microsoft Graph PowerShell SDK can take 5-10 minutes. Wait until you get the PS prompt back (several minutes after the install reports as completed) before continuing.
- The Az PowerShell module collects telemetry data (usage data) by default, however you can opt out from this data collection using `Disable-AzDataCollection` (see [this article](#) for more information).
- The Az PowerShell module remembers login information by default (i.e. you're not automatically logged out when closing your PowerShell window), but you can disable this with `Disable-AzContextAutosave` if required (see [this article](#) for more information).
- 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.
- Your Pexip Infinity and Teams Connector installations must both be running the same software version (including minor/"dot" releases).

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 27-31.3 to version 33

If you are running a software version between v27 and v31.3 inclusive, you must first upgrade to version **31.4** and then upgrade again to version 33. To do this:

1. 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.
2. Download the Pexip Infinity **v31.4** [upgrade file](#).
3. Follow the steps outlined in [Upgrading from version 31.4 or later to version 33](#), but when asked to **Choose File** browse to the location of the **v31.4** upgrade file.
4. Verify that the upgrade has completed successfully.
5. Download the Pexip Infinity **v33** upgrade file.
6. Follow the steps outlined in [Upgrading from version 31.4 or later to version 33](#), and when asked to **Choose File** browse to the location of the **v33** upgrade file.

Upgrading from versions 22-26 to version 33

If you are running a software version between v22 and v26 inclusive, you must first upgrade to version **27.4**, and then upgrade again to version **31.4**, and then upgrade again to 33. To do this:

1. 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.
2. Download the Pexip Infinity **v27.4** [upgrade file](#).
3. Follow the steps outlined in [Upgrading from version 31.4 or later to version 33](#), but when asked to **Choose File** browse to the location of the **v27.4** upgrade file.
4. Verify that the upgrade has completed successfully.
5. Download the Pexip Infinity **v31.4** [upgrade file](#).
6. Follow the steps outlined in [Upgrading from version 31.4 or later to version 33](#), but when asked to **Choose File** browse to the location of the **v31.4** upgrade file.
7. Verify that the upgrade has completed successfully.
8. Download the Pexip Infinity **v33** upgrade file.

9. Follow the steps outlined in [Upgrading from version 31.4 or later to version 33](#), and when asked to **Choose File** browse to the location of the **v33** upgrade file.