

Upgrading to version 36

- ❗ If you are running a software version between v31.4 and v34.2 inclusive, you must first upgrade to version 35, and then upgrade again to version 36; see [Upgrading from versions 31.4-34.2 to version 36](#).

Upgrading from version 35 to version 36

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.

- ❗ If you are upgrading from versions prior to v32, you must remove any existing MD5/SHA1 certificates, except root certificates, and replace them with new certificates before upgrading to v32 or later.

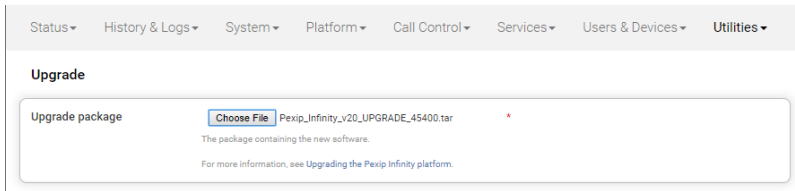
How to upgrade

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 v35.0 or later to v36:

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. We recommend that you do **not** take a snapshot of your Conferencing Nodes — you can simply redeploy them 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 v36 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).
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 31.4-34.2 to version 36

If you are running a software version between v31.4 and v34.2 inclusive, you must first upgrade to version **35**, and then upgrade again to version 36. 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 **v35 upgrade file**.
3. Follow the steps outlined in [Upgrading from version 35 to version 36](#), but when asked to **Choose File** browse to the location of the **v35** upgrade file.
4. Verify that the upgrade has completed successfully.
5. Download the Pexip Infinity **v36** upgrade file.
6. Follow the steps outlined in [Upgrading from version 35 to version 36](#), and when asked to **Choose File** browse to the location of the **v36** upgrade file.

Upgrading from versions 27-31.3 to version 36

If you are running a software version between v27 and v31.3 inclusive, you must first upgrade to version **31.4**, then upgrade again to version **35**, and then upgrade again to version 36.

Upgrading from versions 22-26 to version 36

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 version **35**, and then upgrade again to 36.