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Upgrade Requirements

- Installation running versions older than 21.4.0 will require a two-step upgrade. Please see [Using LiveNX Upgrade Packages](#) on page 2.
- Requires a minimum of 8 GB VM memory to successfully upgrade.
- Primary DNS must be reachable from the LiveNX and Node.
- Customers currently using a cloud license with an active maintenance contract will be automatically licensed for a major version upgrade. Customers currently using a traditional offline activated license key require an updated license for a major version upgrade and must contact LiveAction Support at support@liveaction.com.
- Export Devices (Mandatory)
- Backup Server Configurations (Mandatory). See [Backup Server Configurations](#) on page 6.
- Create VM Snapshot (Mandatory) of your current LiveAction VM(s) before proceeding with the upgrade. See [Create a VM Snapshot \(ESXi\)](#) on page 7.
 - Once the upgrade has been successfully completed, power off the VM and delete the snapshot. In general, VMs with snapshots run slower and may impact performance. Do not retain a single snapshot for more than 24-72 hours.

Using LiveNX Upgrade Packages

Beginning with LiveNX version 21.4.0, upgrade packages are only available as `.enc` files. Previous versions of LiveNX Server and Node supported a combination of `.zip` and `.enc` upgrade packages.

For LiveNX Node installs starting from 21.2.2 to 21.3.1, the `.zip` upgrade package is only supported, and a mandatory two-step upgrade is required. LiveNX Node installs must upgrade to LiveNX 21.3.1 version using a `.zip` upgrade package, then upgrade to the desired newer version using an `.enc` upgrade.

See the examples below on how to use the `.zip` and/or `.enc` files to upgrade LiveNX to the desired LiveNX version. See [LiveAction Downloads Page](#) on page 2 for instructions on how to obtain LiveNX upgrade packages.

Example 1: Upgrading from LiveNX 9.5.6 to latest version

If your system is currently using LiveNX 9.5.6, and you want to upgrade to the latest version, follow this step:

- Upgrade using the `.enc` upgrade package to latest version.

Example 2: Upgrading from LiveNX 21.2.2 to latest version

If your system is currently using LiveNX 21.2.2, and you want to upgrade to the latest version, follow these steps:

1. Upgrade Nodes using the `.zip` upgrade package to 21.3.1.
2. Then upgrade again using the `.enc` upgrade package to latest version.

Example 3: Upgrading from LiveNX 21.3.0 to latest version

If your system is currently using LiveNX 21.3.0, and you want to upgrade to the latest version, follow these steps:

1. Upgrade Nodes using the `.zip` upgrade package to 21.3.1.
2. Then upgrade again using the `.enc` upgrade package to latest version.

LiveAction Downloads Page

You can obtain LiveNX upgrade packages from the LiveAction *Downloads* page at <https://liveaction.com/download/links>. When using upgrade packages in the various dialogs throughout this guide, you are prompted to paste the URL of the upgrade package directly into the dialogs. From the *Downloads* page, you can easily copy the URL of the desired upgrade package and then paste the URL directly into the dialog when prompted.

The screenshot shows the LiveAction Downloads page. At the top, there is a navigation bar with the LiveAction logo and a 'DOWNLOADS' tab. Below the navigation bar, the page is titled 'Download' and has two tabs: 'LiveNX' (selected) and 'LiveNA'. Under the 'Release Docs:' section, there are links for 'Release Notes', 'Data Sheet', 'Quick Start Guide', and 'Additional Documentation'. To the right, a 'Legend:' section defines the deployment types: 'ED' (Early Deployment: Software that has new features, enhancements and bug fixes), 'MD' (Maintenance Deployment: Software that has only bug fixes), and a star icon for 'Recommended Release by Support Team / TAC.'. The 'LiveNX 21.x releases:' section lists several versions with their deployment types and expandable arrows:

Version	Deployment Type	Action
LiveNX 21.5.2	MD	>
LiveNX 21.5.1	MD	>
LiveNX 21.5.0	ED	>
LiveNX 21.4.1	MD	>
LiveNX 21.4.0	ED	>
LiveNX 21.3.1	MD	>
LiveNX 21.3.0	ED	>

To copy the URL of an upgrade package:

1. Scroll down to the LiveNX release you are updating.
2. Click the expand arrow to the right to display the available downloads.

LiveNX 21.2.4* **MD** >

LiveNX 21.2.3 **MD** >

LiveNX 21.2.2 **MD** >

LiveNX 21.2.1 **MD** >

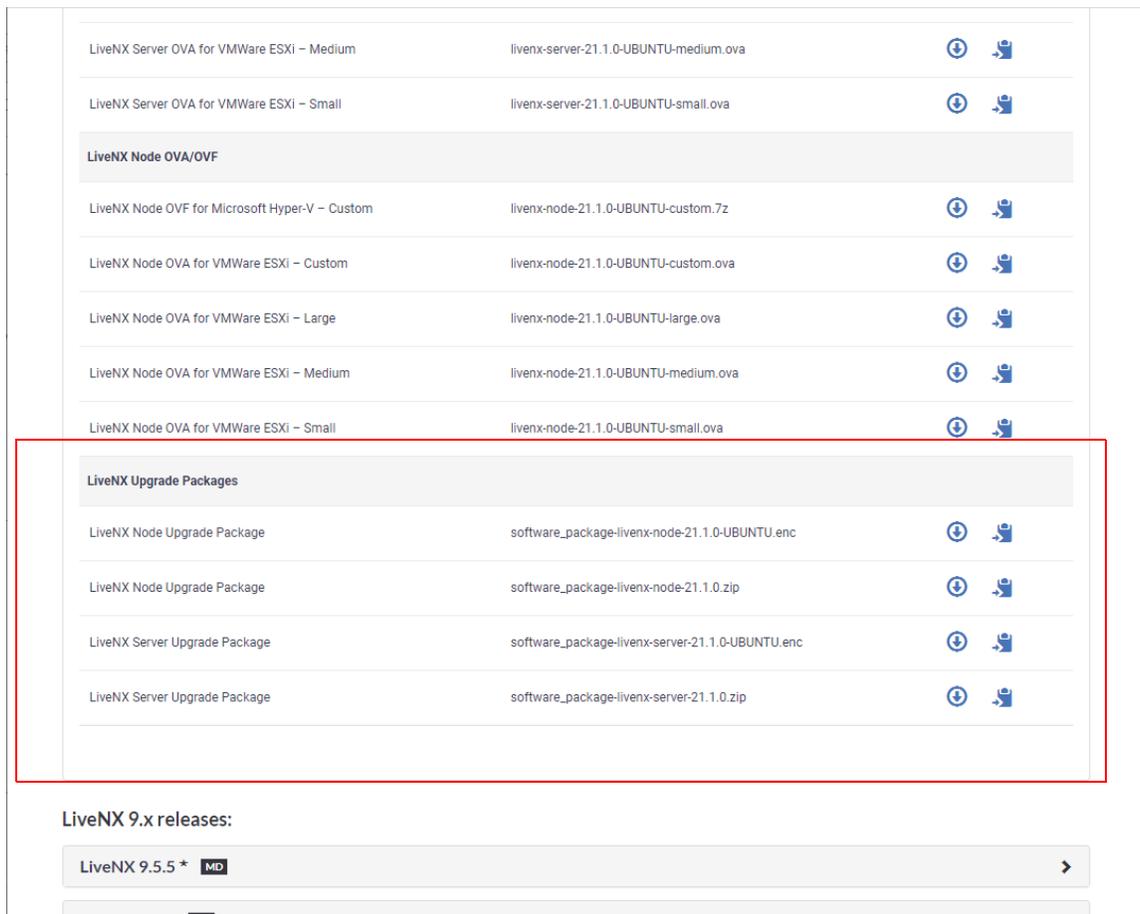
LiveNX 21.2.0 **ED** >

LiveNX 21.1.1 **MD** >

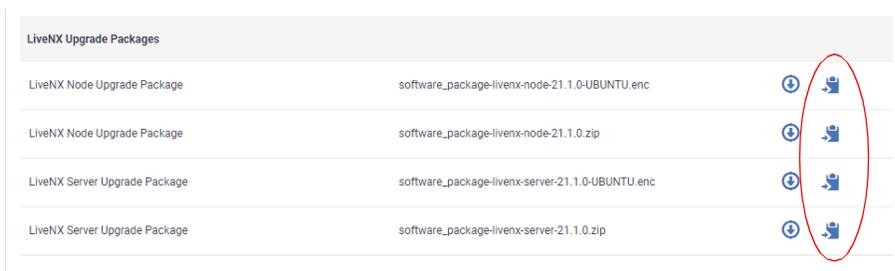
LiveNX 21.1.0 **ED** **▼**

File Type	File Name	Actions
LiveNX Client Installers		
LiveNX Client for Mac OS	LiveNXClient-21.1.0-UBUNTU-macos.dmg	
LiveNX Client for Windows 32-Bit OS	LiveNXClient-21.1.0-UBUNTU-windows-x32.exe	
LiveNX Client for Windows 64-Bit OS	LiveNXClient-21.1.0-UBUNTU-windows-x64.exe	
LiveNX Server OVA/OVF		
LiveNX Server OVF for Microsoft Hyper-V – Custom	livenx-server-21.1.0-UBUNTU-custom.7z	
LiveNX Server OVA for VMWare ESXi – Custom	livenx-server-21.1.0-UBUNTU-custom.ova	
LiveNX Server OVA for VMWare ESXi – Large	livenx-server-21.1.0-UBUNTU-large.ova	
LiveNX Server OVA for VMWare ESXi – Medium	livenx-server-21.1.0-UBUNTU-medium.ova	

3. Scroll down further to display the *LiveNX Upgrade Packages*.



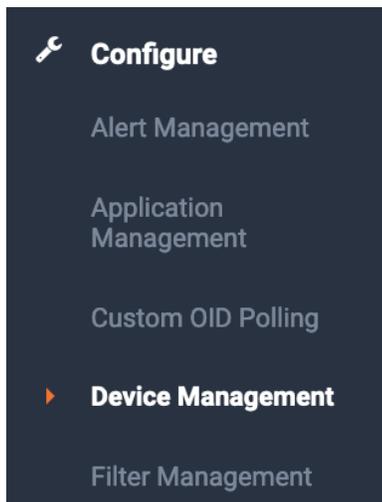
4. Click the *Copy URL* icon of the desired upgrade package.



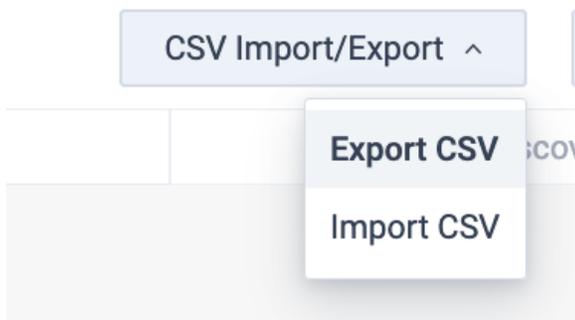
5. In various dialogs throughout the remainder of this guide, you can now paste the URL of the desired upgrade package directly into the dialogs when prompted.

Export Devices

1. From the web client, choose **Menu > Configure > Device Management**.

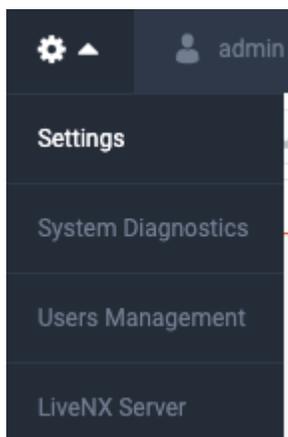


2. Click **Export to CSV**, then **Save**.

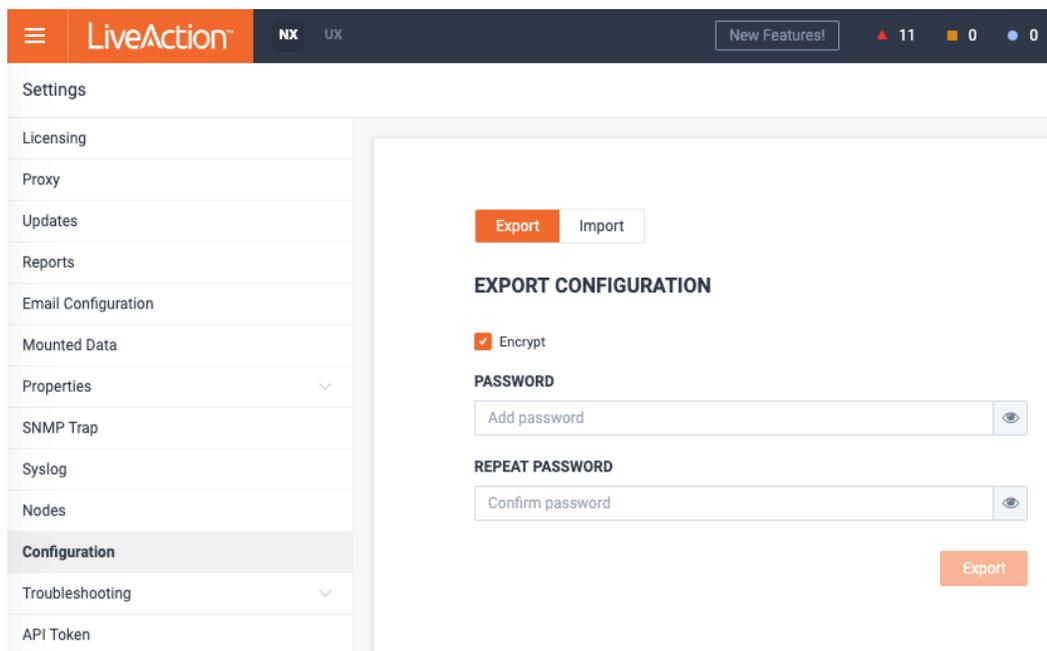


Backup Server Configurations

1. In the web client, click **Settings**:



2. Click the **Configuration** tab, then **Export**. If required, click **Encrypt** to password-protect the file. Browse to and specify the export location, then click **Export**.



3. During the export process, the Server will be temporarily disabled. Click **OK** to continue.

CONTINUE EXPORTING



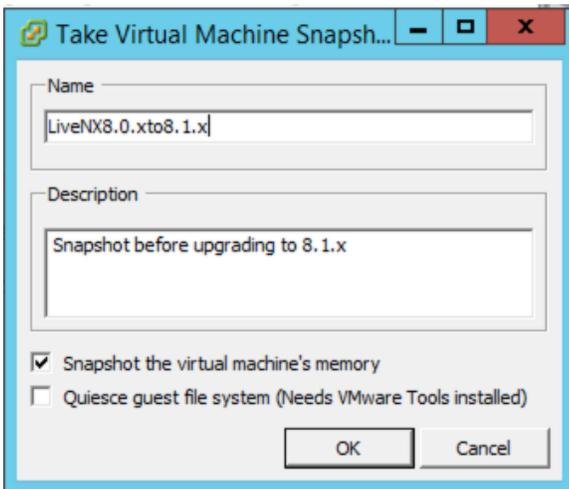
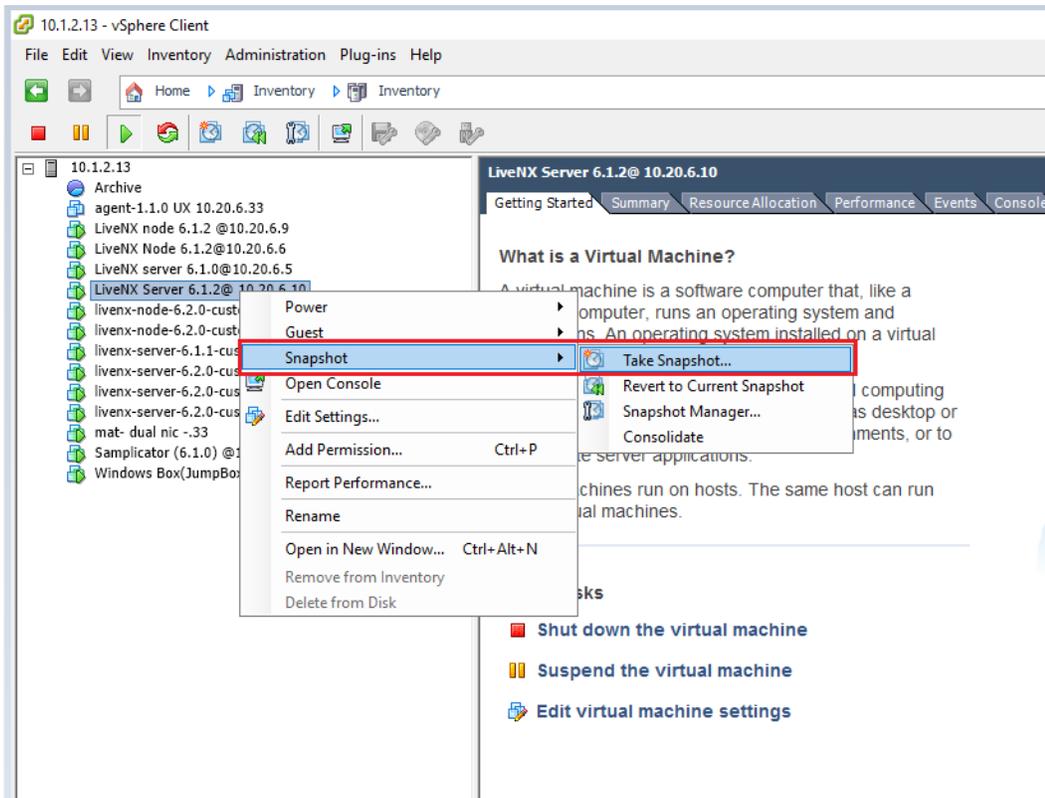
Client access to the server will be temporarily disabled during export process (all users will logged out except current user). Do you want to continue?

Cancel

OK

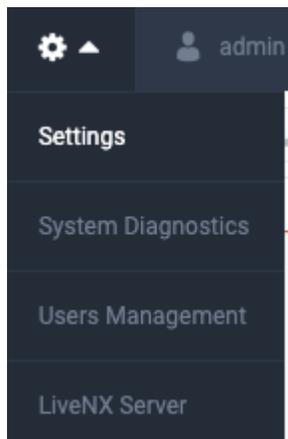
Create a VM Snapshot (ESXi)

Before upgrading the LiveNX Server/Node, take a VM snapshot of the OVA. The upgrade can be reverted if an unexpected error occurs.

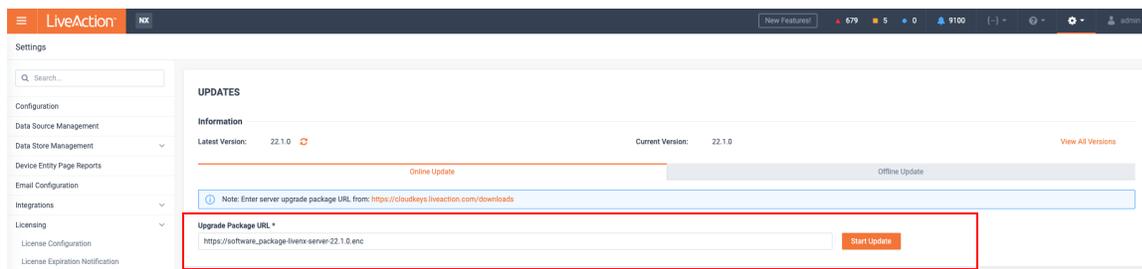


Upgrading the All-In-One OVA (Online)

1. In the web client, click **Settings**.



2. Select *Updates* and then click the *Online Update* tab.
3. Place the upgrade image's URL into the empty field under **Updates > "UPGRADE PACKAGE URL"** then click **Start Update**. See [LiveAction Downloads Page](#) on page 2 for instructions on how to copy the URL from the *Downloads* page.



A status bar will indicate **Downloading > Running > Success**. Once completed, the web client will automatically log out. If observed in a vCenter Console, the Server OVA will reboot automatically. The LiveNX Web login page will reload automatically after approximately 120 seconds.

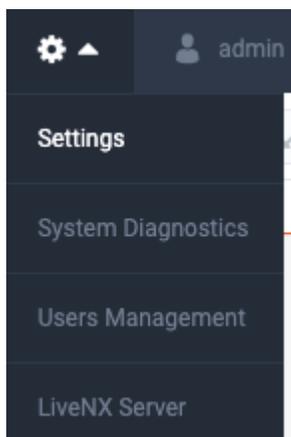
4. Log into the LiveNX Web Client and verify that the Server and Web version has been updated to 21.1.0.

APPLICATION VERSION

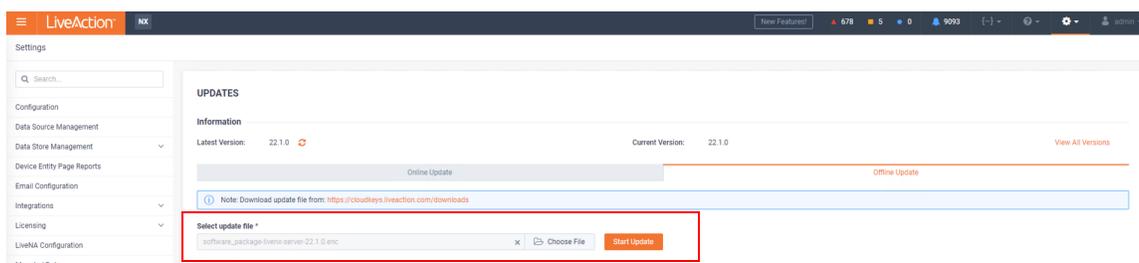
Server Version : 21.1.0-20210204-3253651
Web Version : 21.1.0-20210204-4674323d44+b135

Upgrading the All-In-One OVA (Offline)

1. Log into the LiveNX Web Client. In the top right corner of the LiveNX page, click on **Settings**.



2. Select *Updates* and then click the *Offline Update* tab.
3. Place the upgrade image's URL into your browser to download the upgrade package. See [LiveAction Downloads Page](#) on page 2 for instructions on how to copy the URL from the *Downloads* page. Once the download has completed, browse to the package location under **Updates > Offline Update** then click **Start Update**.



Once completed, the web client will automatically log out. If observed in a vCenter Console, the Server OVA will reboot automatically. The LiveNX Web login page will reload automatically after approximately 120 seconds.

4. Log into the LiveNX Web Client and verify that the Server and Web version has been updated to the correct version.

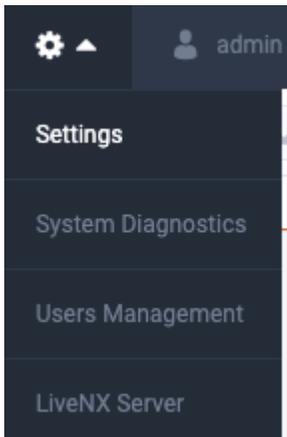
APPLICATION VERSION

Server Version : 21.1.0-20210204-3253651
Web Version : 21.1.0-20210204-4674323d44+b135

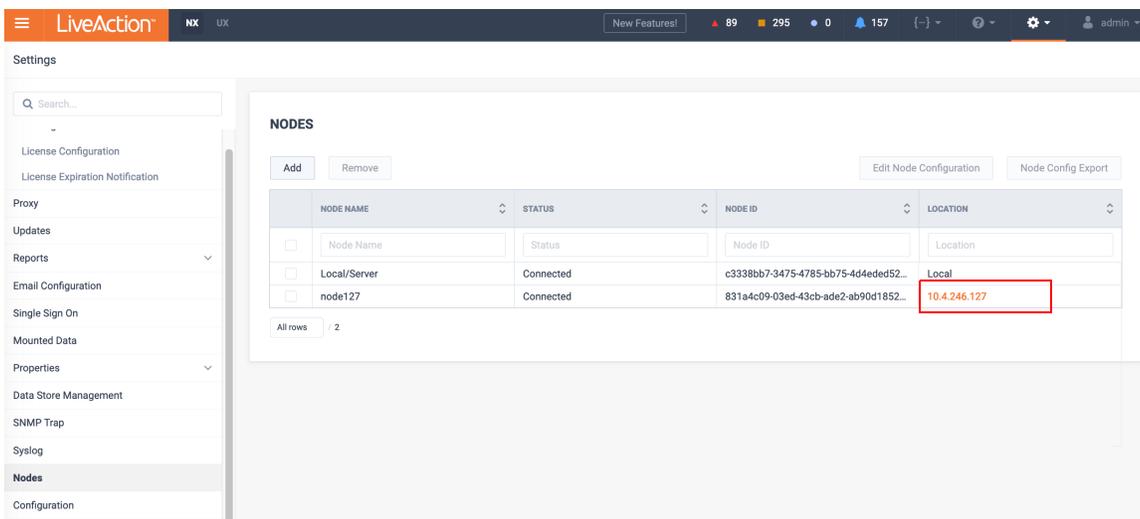
Upgrading the Node OVA (Online)

This section provides instructions to upgrade the Node OVA to the latest version using the online method. This is used when a LiveNX Node has online access to download the upgrade package.

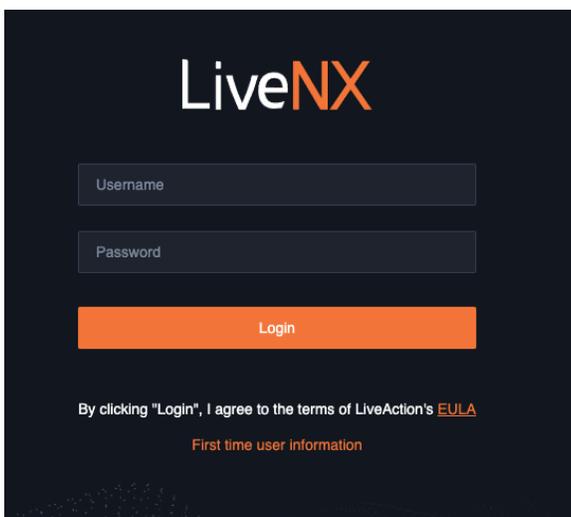
1. Log into the LiveNX Web Client. In the top right corner of the LiveNX page, Click on **Settings**.



2. Select the **Nodes** tab, then click the IP Address of the LiveNX Node under the **"LOCATION"** column to launch the Node Web UI.



3. Log into the Node WebUI with the username **"admin"** and password **"admin"**.



4. Click the **"Updates"** tab then select the **Online Update** option. Place the node's upgrade image's URL into the empty field then click **Start Update**. See [LiveAction Downloads Page](#) on page 2 for instructions on how to copy the URL from the *Downloads* page.

LiveAction

About Properties Configuration Troubleshooting Update

Online Offline

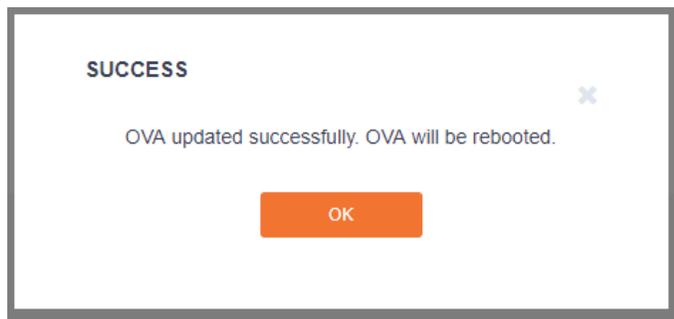
Check For Update

ENTER NODE UPGRADE PACKAGE URL FROM [HTTP://WWW.LIVEACTION.COM/GO/SOFTWARE-DOWNLOAD](http://www.liveaction.com/go/software-download)

Start Update

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Note A status bar will indicate **Downloading > Running > Success**. Once completed, the web client will automatically log out. If observed in a vCenter Console, the Node OVA will reboot automatically. The LiveNX Web login page will reload automatically after approximately 120 seconds.



5. Verify that the LiveNX Node Status is "Running".

LiveAction

About Properties Configuration Troubleshooting Update

NODE

Node Version : 21.1.0-20210204-3253651

Node Name : node127

Node ID : 831a4c09-03ed-43cb-ade2-ab90d1852c04

Node Status : Running

Server Address : 10.4.246.123

6. In the LiveNX Server, verify that the LiveNX Node Status is Connected.

Settings

Search...

Licensing

Proxy

Updates

Reports

Email Configuration

Single Sign On

Mounted Data

Properties

Data Store

Web UI Data Store

SNMP Trap

Syslog

Nodes

Configuration

NODES

Add Remove Edit Node Configuration Node Config Export

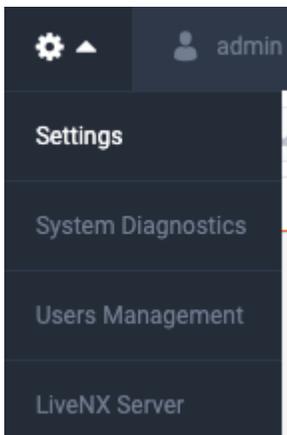
	NODE NAME	STATUS	NODE ID	LOCATION
<input type="checkbox"/>	Node Name	Status	Node ID	Location
<input type="checkbox"/>	Local/Server	Connected	c3338bb7-3475-4785-bb75-4d4ded52...	Local
<input type="checkbox"/>	node127	Connected	831a4c09-03ed-43cb-ade2-ab90d1852...	10.4.246.127

All rows / 2

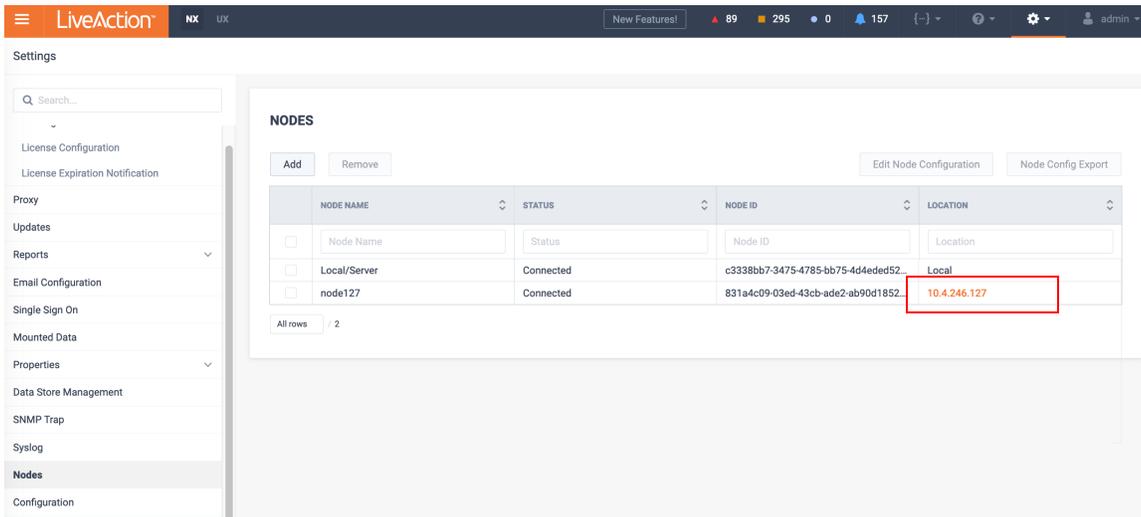
Upgrading the Node OVA (Offline)

This section provides instructions to upgrade the Node OVA to the latest version using the offline method.

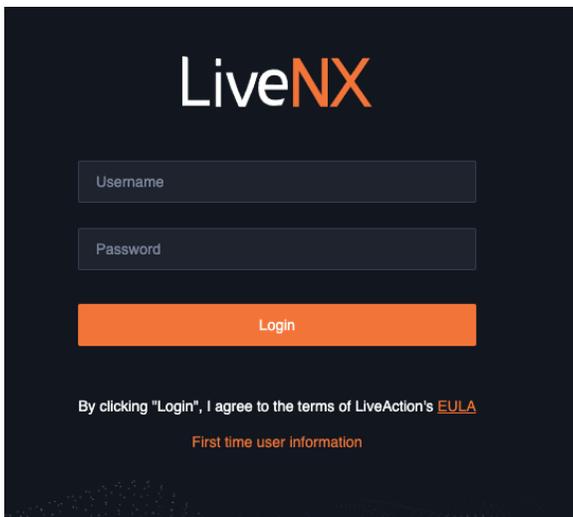
1. Copy the upgrade image's URL from the LiveActions *Downloads* page. See [LiveAction Downloads Page](#) on page 2 for instructions on how to copy the URL from the *Downloads* page.
2. Log into the LiveNX Web Client. In the top right corner of the LiveNX page, click on **Settings**.



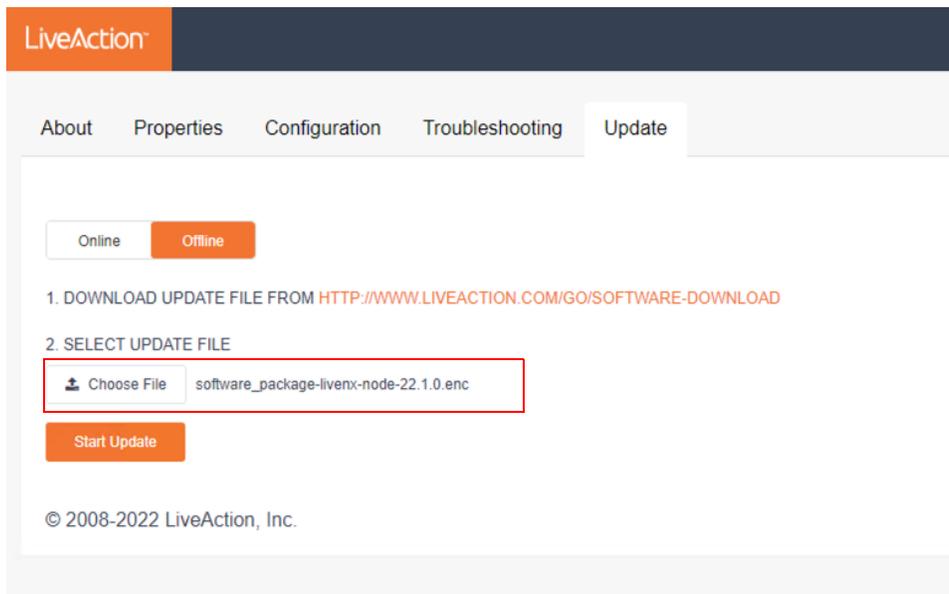
3. Select the **Nodes** tab, then click the IP Address of the LiveNX Node under the **"LOCATION"** column to launch the Node Web UI.



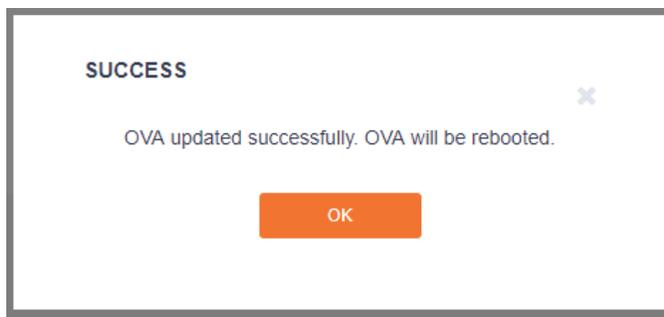
4. Log into the Node WebUI with the username **“admin”** and password **“admin”**.



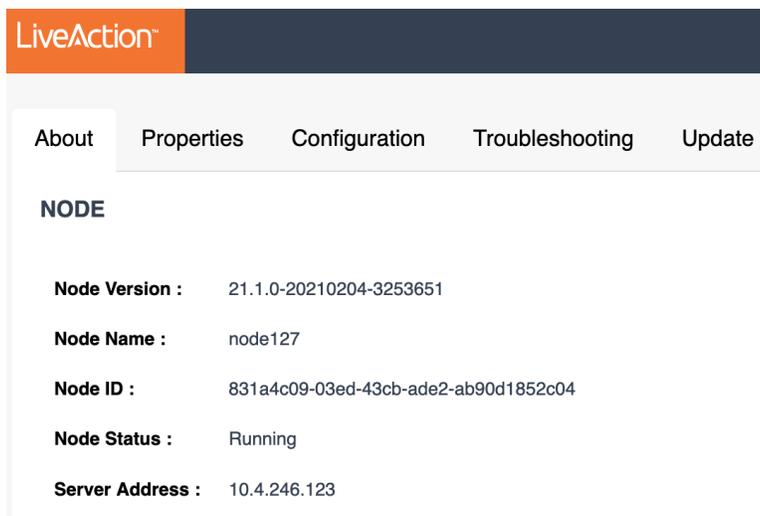
5. Under **“SELECT UPDATE FILE”**, browse to the location of the software package. Click **Open**, then **“Start Update”**. See [LiveAction Downloads Page](#) on page 2 for instructions on how to copy the URL from the Downloads page.



A status bar will indicate **Downloading > Running > Success**. Once completed, the web client will automatically log out. If observed in a vCenter Console, the Node OVA will reboot automatically. The LiveNX Web login page will reload automatically after approximately 120 seconds.



6. Verify that the LiveNX Node Status is "Running".



7. In the LiveNX Server, verify that the LiveNX Node Status is Connected.

Settings

Search...

Licensing

Proxy

Updates

Reports

Email Configuration

Single Sign On

Mounted Data

Properties

Data Store

Web UI Data Store

SNMP Trap

Syslog

Nodes

Configuration

NODES

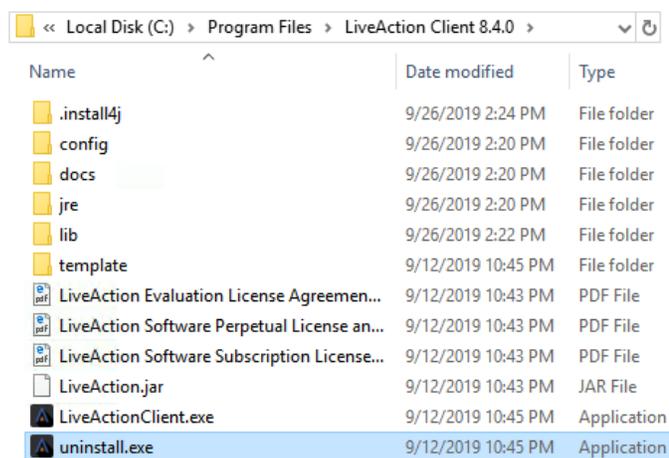
Add Remove Edit Node Configuration Node Config Export

	NODE NAME	STATUS	NODE ID	LOCATION
<input type="checkbox"/>	Node Name	Status	Node ID	Location
<input type="checkbox"/>	Local/Server	Connected	c3338bb7-3475-4785-bb75-4d4ded52...	Local
<input type="checkbox"/>	node127	Connected	831a4c09-03ed-43cb-ade2-ab90d1852...	10.4.246.127

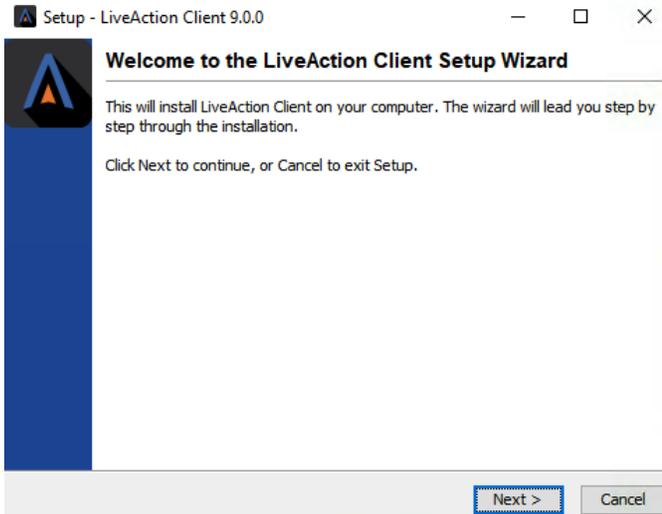
All rows / 2

Upgrading the LiveNX Client for Windows

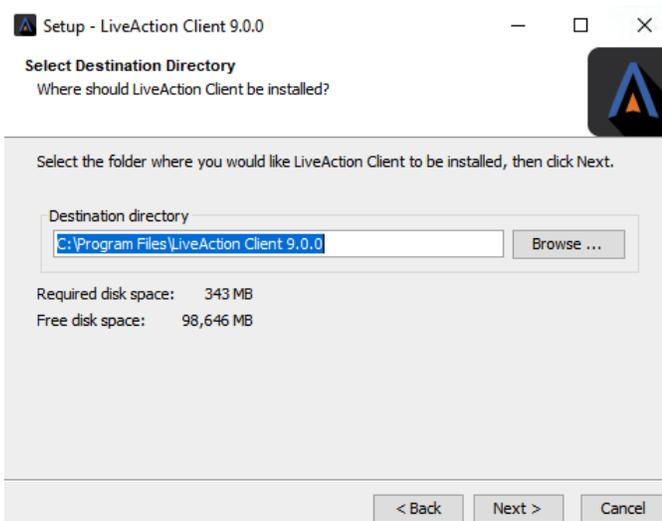
1. Download the LiveNX Client that matches the LiveNX Server's version. See [LiveAction Downloads Page](#) on page 2 for instructions on how to display the *LiveNX Client Installers*.
2. Uninstall the former LiveNX client. Click on **Next** to confirm the uninstallation procedure.



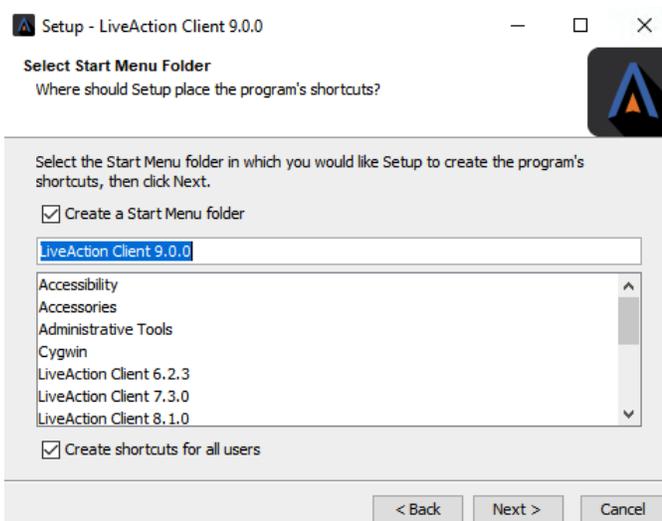
3. Run the executable file of the client you downloaded in Step 1. The first page of the Wizard is shown below. Select the **Next** button.



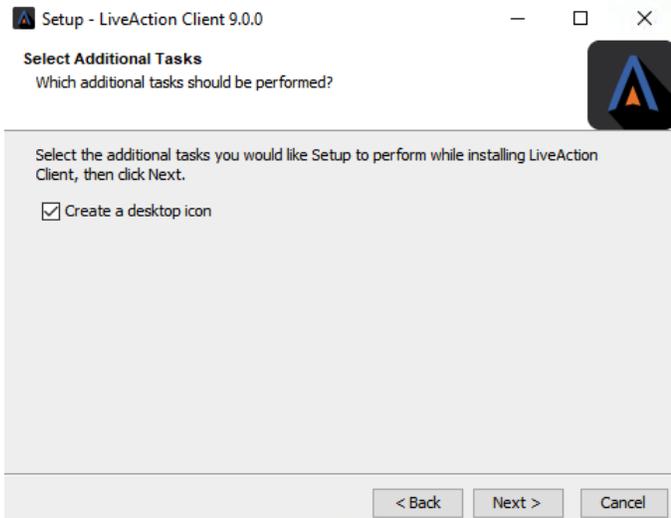
4. Proceed to the Destination Directory Page with the recommended default file location. Then select **Next**.



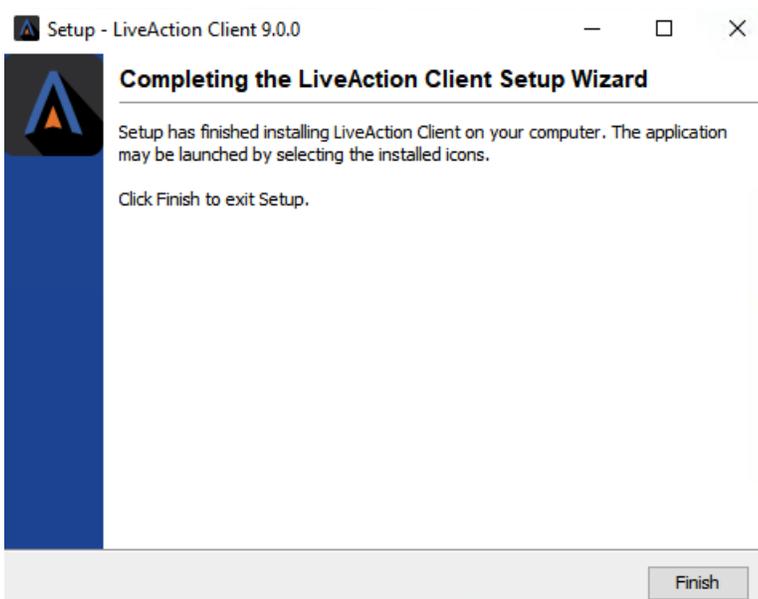
5. Setup the Start Menu folder. We recommend you accept the default name for this folder in order to reduce any confusion with previous or subsequent versions of the Client.



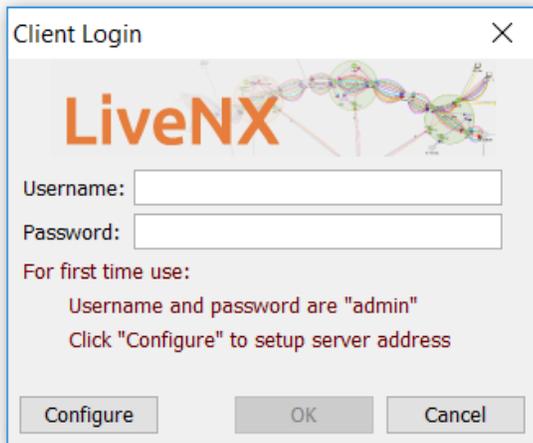
- Click **Next** on the Client setup, then accept the creation of a desktop icon if desired.



- The Client setup will begin its install procedure. Once completed, click **Finish**.

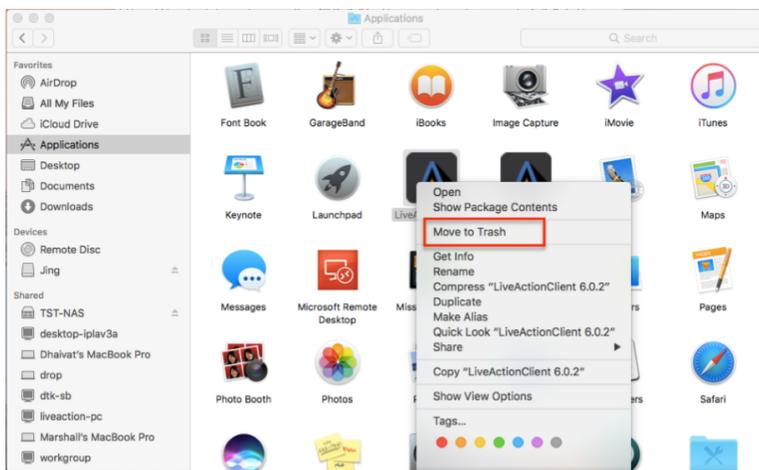


- When the installer completes, run the Client and login using your credentials.

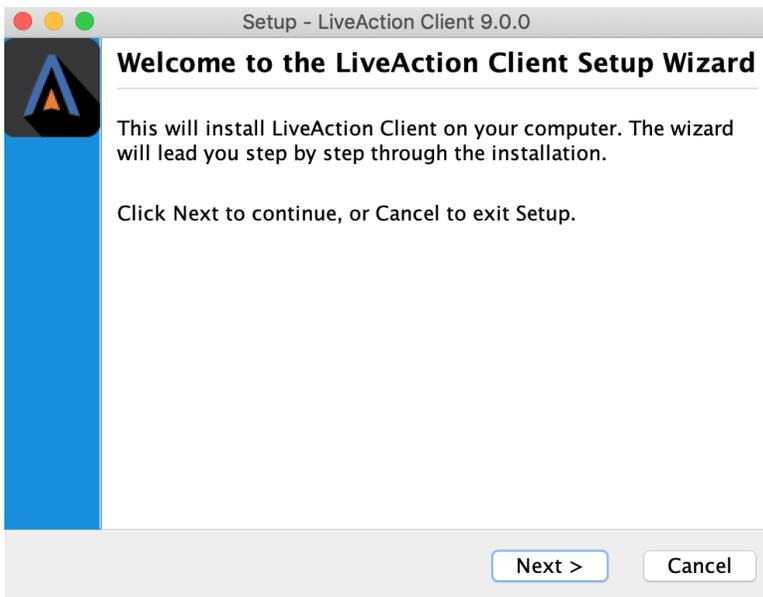


Upgrading the LiveNX Client for Mac

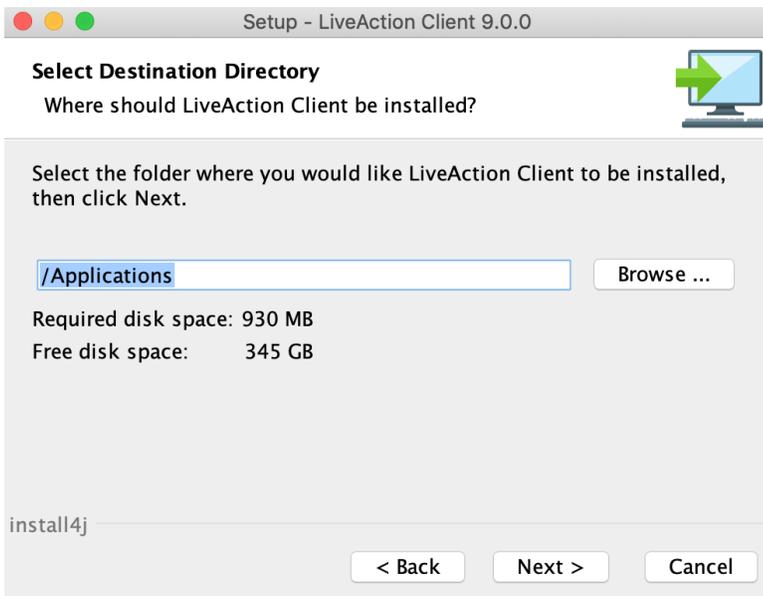
1. Download the LiveNX Client Installers that matches the LiveNX Server's version. See [LiveAction Downloads Page](#) on page 2 for instructions on how to display the *LiveNX Client Installers*.
2. Uninstall the former Client by right-clicking on the LiveNX Client and selecting **Move to Trash**.



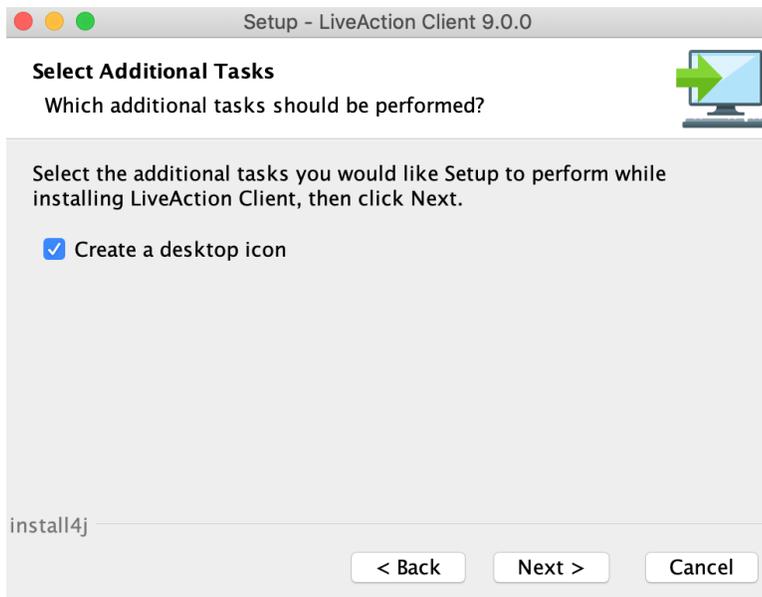
3. Run the executable file of the client you downloaded in Step 1 and follow the installation wizard:



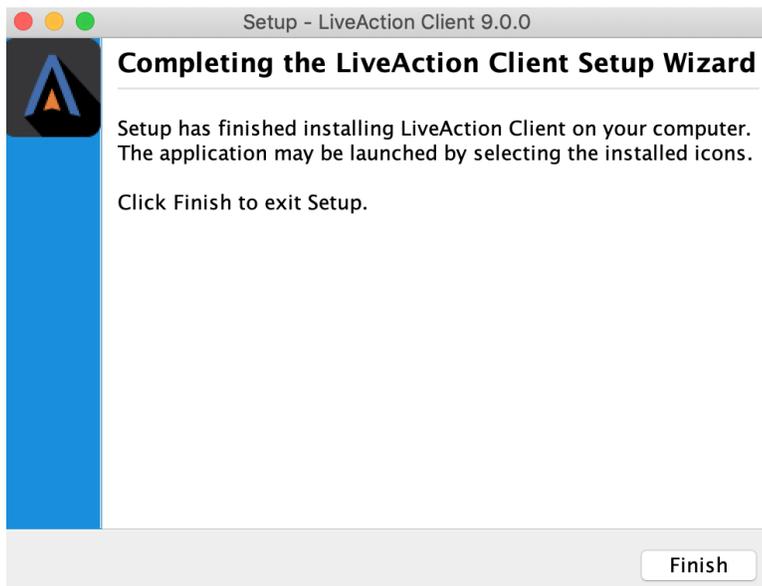
4. Proceed to the *Select Destination Directory* page with the recommended default file location. Then click **Next**.



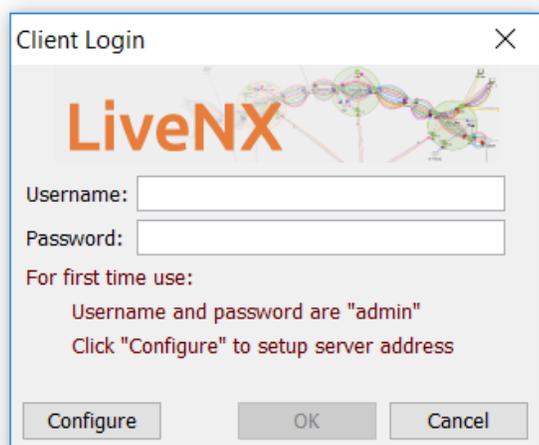
5. Click **Next** on the Client setup, then accept the creation of a desktop icon if desired.



- The Client setup will begin its install procedure. Once completed, click **Finish**.



- When the installer completes, run the Client and login using your credentials.



Verification (Recommended)

Once the Client, Server, and Node are upgraded, log into the Client and verify that all your devices are loaded. If any devices are "greyed out", perform a REFRESH for that specific device or select HOME and Refresh all devices. After the refresh is completed, all devices should now be green. If any issues arise during the upgrade process please contact LiveAction Technical Support.