# LiveAction<sup>®</sup>

# LiveNX Upgrade Guide 9.4.x to 9.5.x UBUNTU

**UPGRADE** 

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# The Upgrade Guide consists of the following:

- 1. Upgrade Requirements (Mandatory)
  - a) Export Devices (Mandatory)
  - b) Backup Server Configurations (Mandatory)
  - c) <u>Create VM Snapshot (Mandatory) (ESXi)</u>
- 2. Upgrading the Open Virtualization Appliance (OVA) based LiveNX
  - a. LiveNX Server All-In-One OVA (Mandatory)
    - i. Online Upgrade
    - ii. Offline Upgrade
  - b. LiveNX Node All-In-One OVA (If applicable)
    - i. Online Upgrade
    - ii. Offline Upgrade
- 3. Upgrading the LiveNX Client (Mandatory)
  - a. <u>Windows</u>
  - b. <u>Mac</u>
- 4. Verification (Recommended)

# **Upgrade Requirements**

- Requires a minimum of 8GB 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
  <u>support@liveaction.com</u>.
- Export Devices (Mandatory)
- Backup Server Configurations (Mandatory)
- <u>Create VM Snapshot (Mandatory)</u> of your current LiveAction VM(s) before proceeding with the upgrade.
  - 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.

# Known Issue and Caveats

Performance degradation was observed in LiveNX Server/Node systems with 8GB VM Memory. We recommend increasing the LiveNX OVA VM Memory to 32GB before upgrading to v7.3.0 and newer releases. See <u>OVA Specifications</u> for VM sizing requirement options.

# **Export Devices**

# Step 1

From the Java Client, choose File > Export Devices

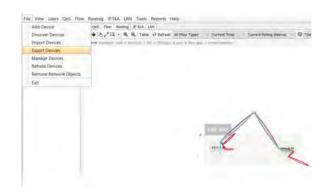


Figure 1: Export Devices

# Step 2 Click Export to CSV, enter a filename, then Export

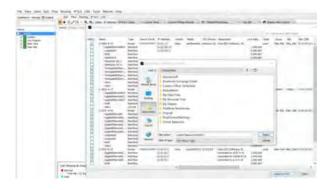


Figure 2: Name and location for the Exported Devices

# Step 3

Shutdown the Client by selecting **File > Exit**.

# **Backup Server Configurations**

# Step 1

Login to the LiveNX Web Client



Figure 1: LiveNX Web Login

# Step 2

In the top right corner, click Settings:



Figure 2: Server Settings

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.

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Reports			
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Nodes	1		
Configuration		-	-
Troubleshooting		1	
API Token			

Figure 3: Export Configuration

# Step 4 During the export process, the Server will be temporarily disabled. Click **Yes** to continue.

CONTINUE EXP	ORTING			
Client access to t during export pr current user). Do	ocess (all use	rs will logge	-	
	Cancel	OK	1	

Figure 4: Export Warning

# Create a VM Snapshot (ESXi)

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

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Figure 1a: Taking a Snapshot of the OVA

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Description	
Snapshot before u	pgrading to 8.1.x
Snapshot the virt	ual machine's memory
	system (Needs VMware Tools installed

Figure 1b: Details of the Snapshot

# Upgrading the All-In-One OVA (Online)

# Step 1

Log into the LiveNX Web Client. In the top right corner of the LiveNX page, click the Settings icon. Go to **Settings** 



Figure 1: LiveNX Web

## Step 2

Place the following URL in the empty field under **Updates** > "**UPGRADE PACKAGE URL**" then click **Start Update**.

https://download.liveaction.com/LiveNX/9\_5\_0/software\_package-livenx-server-9.5.0.zip

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Enter the URL and click on **Start Update**. 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.

#### Step 3

Log into the LiveNX Web Client and verify that the Server and Web version has been updated to 9.5.0.

APPLICATION VERSION	
Server Version :	9.5.0-20201107-75a361e
Web Version :	9.5.0-20201106-ea1bd542dd+b102

Figure 3: LiveNX Version in the WebUI

# Upgrading the All-In-One OVA (Offline)

## Step 1

Log into the LiveNX Web Client. In the top right corner of the LiveNX page, click the Settings icon. Go to **Settings** 

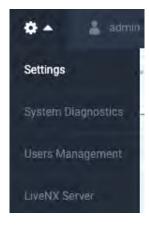


Figure 1: LiveNX Web

#### Step 2

Place the following URL into your browser to download the upgrade package. Once the download has completed, browse to the package location under **Update** > **Offline Update** then click **Upload**.

https://download.liveaction.com/LiveNX/9 5 0/software package-livenx-server-9.5.0.zip

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Figure 2: Offline 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.

### Step 3

Log into the LiveNX Web Client and verify that the Server and Web version has been updated to 9.5.0.

APPLICATION VERSION	
Server Version :	9.5.0-20201107-75a361e
Web Version :	9.5.0-20201106-ea1bd542dd+b102

Figure 3: LiveNX Version in the WebUI

# 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.

# Step 1

Log into the LiveNX Web Client. In the top right corner of the LiveNX page, Click the Settings icon. Go to **Settings >** Nodes.



Figure 1: LiveNX Web

### Step 2

Click the IP Address of the LiveNX Node under "**LOCATION**" column to launch the Node Web UI. Login with the username "**admin**" and password "**admin**".



Figure 2: Nodes Tab

	LiveNX	
1000		

Figure 3: LiveNX Node Web UI

Click the "Update" tab then select the Online option. Enter the following URL then "Start Update".

https://download.liveaction.com/LiveNX/9 5 0/software package-livenx-node-9.5.0.zip

About	Properties	Configuration	Troubleshooting	Update
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https://d	lownload liveaction.	om/LiveNX/9_5_0/softw	are_package-livenx-node-9.	0
	_			

Figure 4: LiveNX Node Online Update

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.

SUCCESS	uccessfully. OVA will be rebo	×
	ок	

Figure 5: Success

Verify that the LiveNX Node Status is "Running".

About	Propert	ies	Configuration	Troubleshooting	Updat
NODE					
Node Ve	ersion :	9,5,0	20201107-75a001e		
Node N	ame :	127			
Node ID	11	Soila	3637-11b-1/ca Brillia	604n0bF0act9	
Node St	atus :	Fluor	ing		
Server /	Address :	10.1.	80.123		

Figure 6: Node Status Running

# Step 5

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

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Figure 7: Node Status Connected

# Upgrading the Node OVA (Offline)

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

# Step 1

Copy and paste the following URL in a browser to download the upgrade package:

https://download.liveaction.com/LiveNX/9 5 0/software package-livenx-node-9.5.0.zip

## Step 2

Log into the LiveNX Web Client. In the top right corner of the LiveNX page, Click the Settings icon. Go to **Settings > Nodes.** 



Figure 1: LiveNX Web

# Step 3

Click the IP Address of the LiveNX Node under "**LOCATION**" column to launch the Node Web UI. Login with the username "**admin**" and password "**admin**".

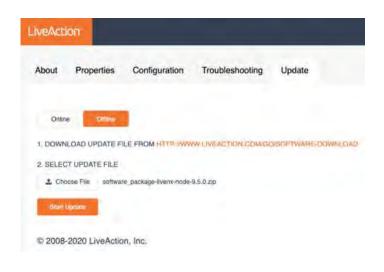
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Figure 2: Nodes Tab



Figure 3: LiveNX Node Web UI

Under "SELECT UPDATE FILE", browse to the location of the software package. Click on Open, then "Start Update".



#### Figure 4: LiveNX Node Offline Update

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.

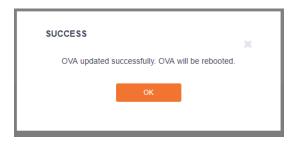


Figure 5: Success

Verify that the LiveNX Node Status is "Running".



Figure 6: Node Status Running

#### Step 6

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

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Figure 7: Node Status Connected

# **Upgrading the LiveNX Client for Windows**

## Step 1

#### LiveNX Client for Windows 32-Bit OS

https://download.liveaction.com/LiveNX/9\_5\_0/LiveNXClient-9.5.0-UBUNTU-windows-x32.exe

#### LiveNX Client for Windows 64-bit OS

https://download.liveaction.com/LiveNX/9\_5\_0/LiveNXClient-9.5.0-UBUNTU-windows-x64.exe

## Step 2

Uninstall the legacy Client. Click on Next to confirm the uninstallation procedure.

📊 « Local Disk (C:) » Program Files » LiveAd	ction Client 8.4.0 →	~ Ū
Name	Date modified	Туре
📊 .install4j	9/26/2019 2:24 PM	File folder
🚽 config	9/26/2019 2:20 PM	File folder
docs	9/26/2019 2:20 PM	File folder
📙 jre	9/26/2019 2:20 PM	File folder
hib	9/26/2019 2:22 PM	File folder
📊 template	9/12/2019 10:45 PM	File folder
LiveAction Evaluation License Agreemen	9/12/2019 10:43 PM	PDF File
LiveAction Software Perpetual License an	9/12/2019 10:43 PM	PDF File
LiveAction Software Subscription License	9/12/2019 10:43 PM	PDF File
LiveAction.jar	9/12/2019 10:43 PM	JAR File
LiveActionClient.exe	9/12/2019 10:45 PM	Application
🔊 uninstall.exe	9/12/2019 10:45 PM	Application

Figure 1: Client Uninstaller via Start shortcut

#### Step 3

Run the executable file LiveNXClient\_windows-x64\_<version>\_setup.exe. The first page of the Wizard is shown below. Select the Next button.

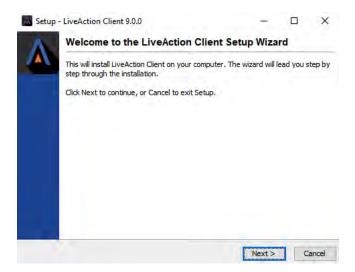


Figure 2: Windows Client Install – Welcome Page

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

Setup - LiveAction Client 9.0.0		_		×
Select Destination Directory Where should LiveAction Client be installed?				
Select the folder where you would like LiveAction Clier	it to be installe	d, then clic	k Next.	
Destination directory				
C:\Program Files\LiveAction Client 9.0.0		Brow	/se	
Required disk space: 343 MB				
Free disk space: 98,646 MB				
	< Back	Next >	Ca	ancel

Figure 3: Windows Client Installation – Destination Directory

#### Step 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.

Setup - LiveAction Client 9.0.0	—		×
Select Start Menu Folder Where should Setup place the program's shortcuts?			
Select the Start Menu folder in which you would like Setup to crea shortcuts, then click Next.	ite the prog	ram's	
LiveAction Client 9.0.0			
Accessibility Accessories Administrative Tools Cygwin LiveAction Client 6.2.3 LiveAction Client 7.3.0 LiveAction Client 8.1.0			~
< Back	Next >	С	ancel

Step 4: Windows Client Installation – Start Menu Folder

### Step 6

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

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Setup - LiveAction Client 9.0.0		-		×
Select Additional Tasks Which additional tasks should be performed?				
Select the additional tasks you would like Setup Client, then click Next.	to perform while i	nstalling Live	Action	
Create a desktop icon				
	< Back	Next >	Ca	ancel

Figure 5: Select Additional Tasks on the Client

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

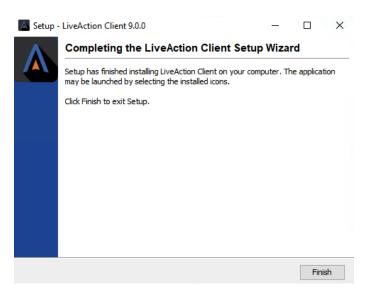


Figure 6: Windows Client Installation – Completion

# Step 8

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



Figure 6: Client login

# **Upgrading the LiveNX Client for Mac**

# Step 1

### LiveNX Client for Mac OS

https://download.liveaction.com/LiveNX/9 5 0/LiveNXClient-9.5.0-UBUNTU-macos.dmg

## Step 2

Uninstall the legacy Client by right-clicking on the LiveNX Client and selecting Move to Trash.

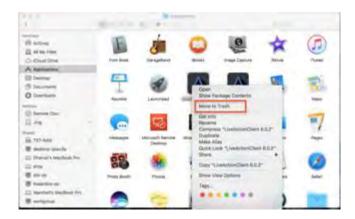


Figure 1: Uninstalling the Client

### Step 3

Install the LiveNX Client by opening the LiveNXClient\_macos\_<version>\_setup.dmg file. Run the Client installer and follow the installation wizard:

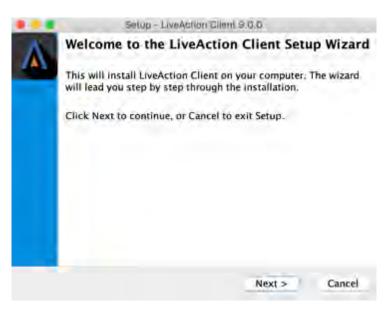


Figure 2: Installation wizard

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

	Setup - Liv	eAction Client	9.0.0	
Select Destination Where should Live		t be installed?		2
Select the folder w then click Next.	here you wou	ld like LiveAct	tion Client to	be installed,
/Applications	_		_	Browse
Required disk space	e: 930 MB			
Free disk space:	345 GB			
unstaller-				
		< Back	Next >	Cancel

Figure 3: Mac Client destination directory

## Step 5

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



Figure 4: Select Additional Tasks – Create a desktop icon

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



Figure 5: Completing the install wizard

# Step 7

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

Client Login		
Live	NX	and in
Username:		
Password:		
	d password are "ad ure" to setup server	
Configure	ØK	Cancel

Figure 6: Client login

# 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.