



# LiveNX Upgrade Guide 9.0.x to 9.1.x UBUNTU Conversion

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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) [Create VM Snapshot \(Mandatory\) \(ESXi\)](#)
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. [Windows](#)
  - b. [Mac](#)
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 [support@liveaction.com](mailto:support@liveaction.com).
- [Export Devices \(Mandatory\)](#)
- [Backup Server Configurations \(Mandatory\)](#)
- [Create VM Snapshot \(Mandatory\)](#) 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 [OVA Specifications](#) for VM sizing requirement options.

# Export Devices

## Step 1

From the Java Client, choose **File > Export Devices**

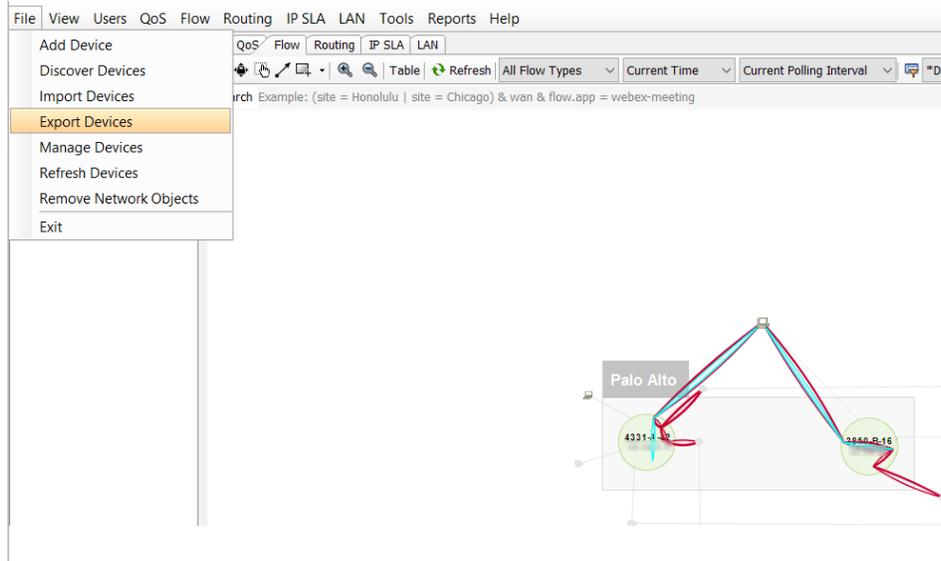


Figure 1: Export Devices

## Step 2

Click **Export to CSV**, enter a filename, then **Export**

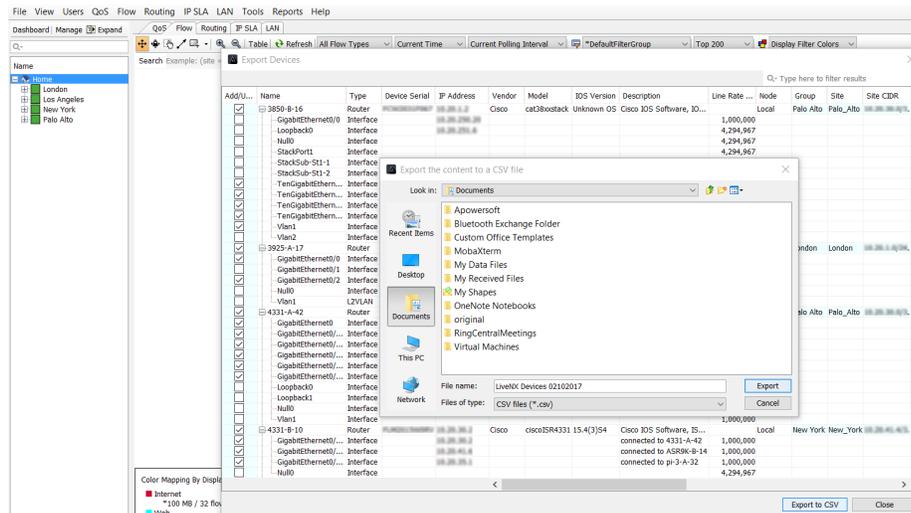


Figure 2: Name and location for the Exported Devices

## 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:

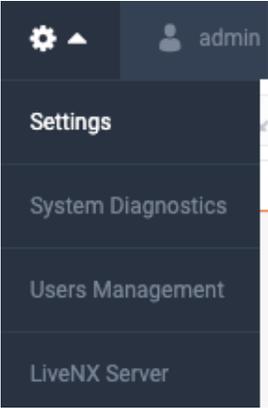


Figure 2: Server Settings

### Step 3

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**.

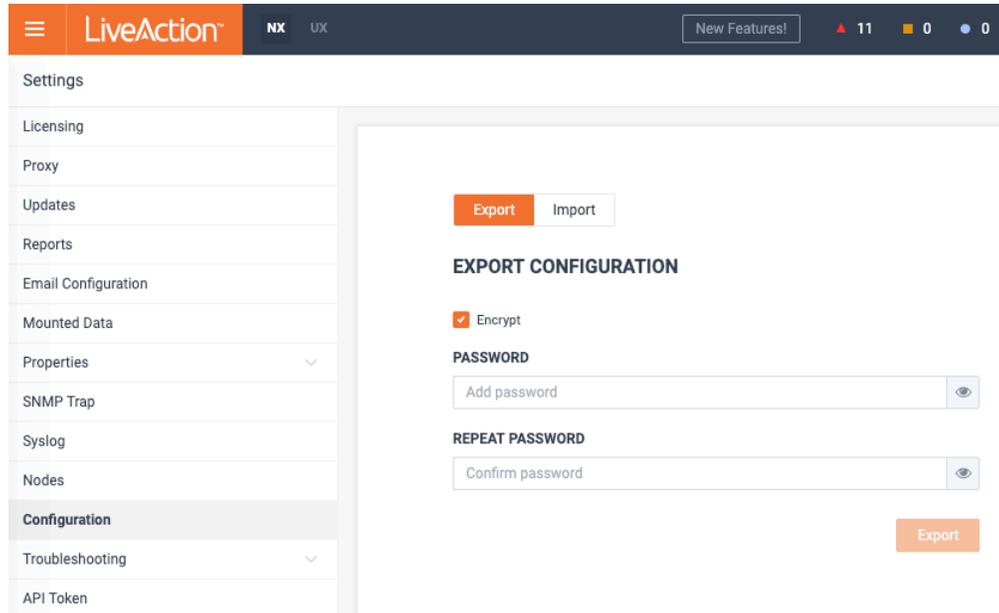


Figure 3: Export Configuration

### Step 4

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

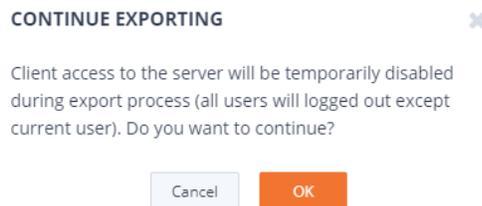


Figure 4: Export Warning

## 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.

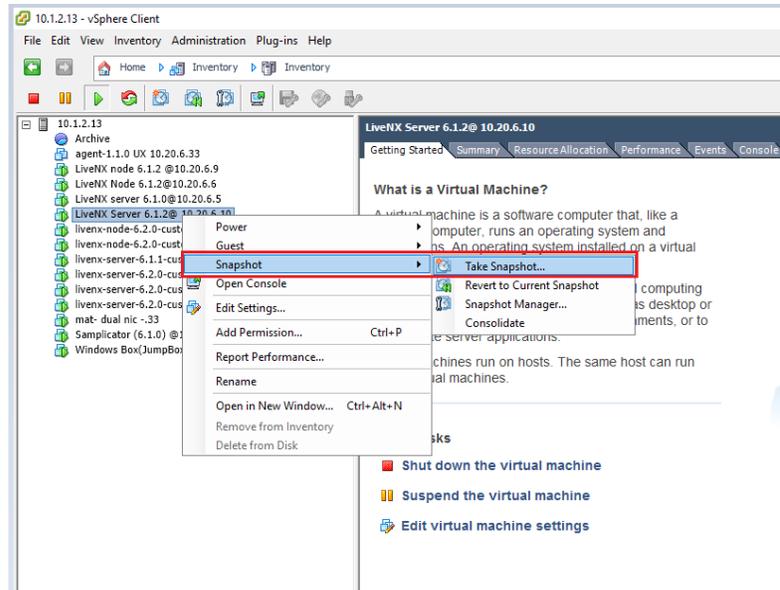


Figure 1a: Taking a Snapshot of the OVA

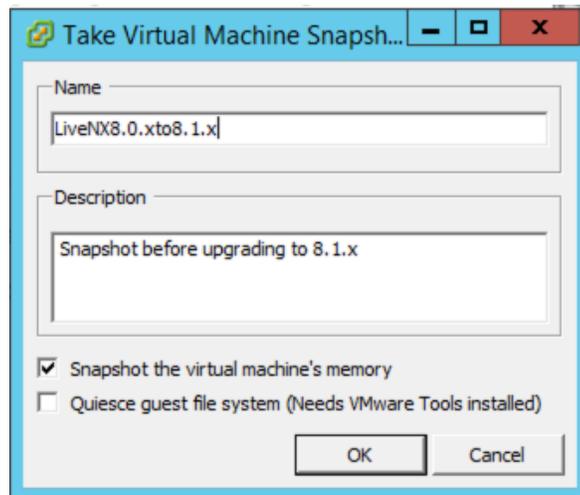


Figure 1b: Details of the Snapshot

# 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**

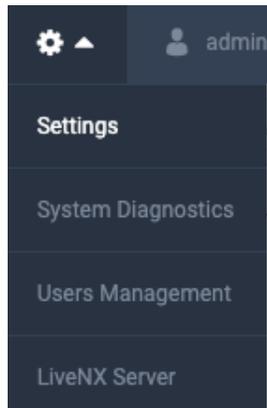


Figure 1: LiveNX Web

## 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\\_1\\_0/software\\_package-livenx-server-9.1.0-UBUNTU.enc](https://download.liveaction.com/LiveNX/9_1_0/software_package-livenx-server-9.1.0-UBUNTU.enc)

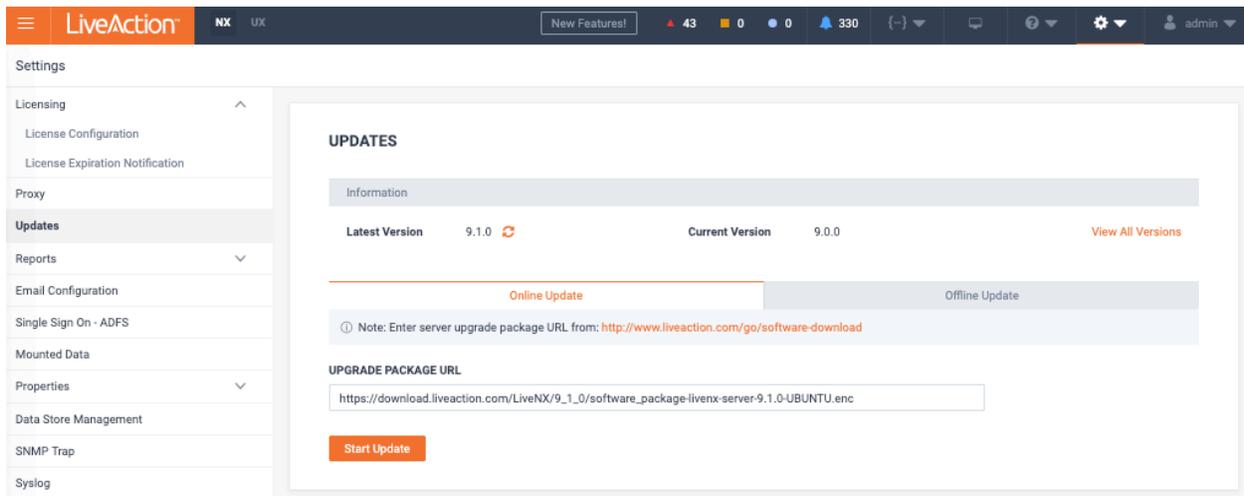


Figure 2: Online Update

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 9.1.0.

APPLICATION VERSION	
<b>Server Version :</b>	9.1.0-20200130-111543f
<b>Web Version :</b>	9.1.0-20200130-5e2d033+b56

*Figure 3: LiveNX Version in the WebUI*

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

## Step 1

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

[https://download.liveaction.com/LiveNX/9\\_1\\_0/software\\_package-livenx-server-9.1.0-UBUNTU.enc](https://download.liveaction.com/LiveNX/9_1_0/software_package-livenx-server-9.1.0-UBUNTU.enc)

## Step 2

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

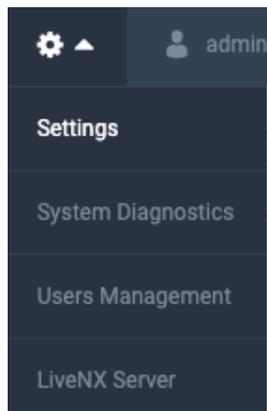


Figure 1: LiveNX Web

## Step 3

**Updates > Offline Update > “SELECT UPDATE FILE”**, click “Choose File” and browse to the software package location. Click **Open**, then **“Start Update”**.

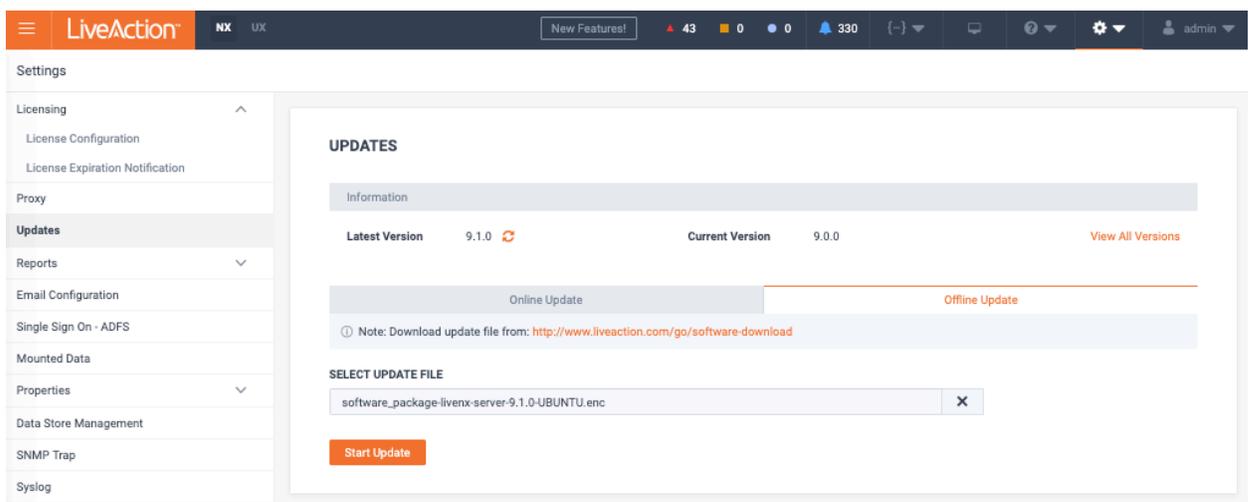


Figure 2: Offline Update

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

#### Step 4

Log into the LiveNX Web and verify that the Server and Web version has been updated to 9.1.0.

APPLICATION VERSION	
<b>Server Version :</b>	9.1.0-20200130-111543f
<b>Web Version :</b>	9.1.0-20200130-5e2d033+b56

*Figure 3: LiveNX Version in the Web UI*

# 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 **System Management > Nodes**.

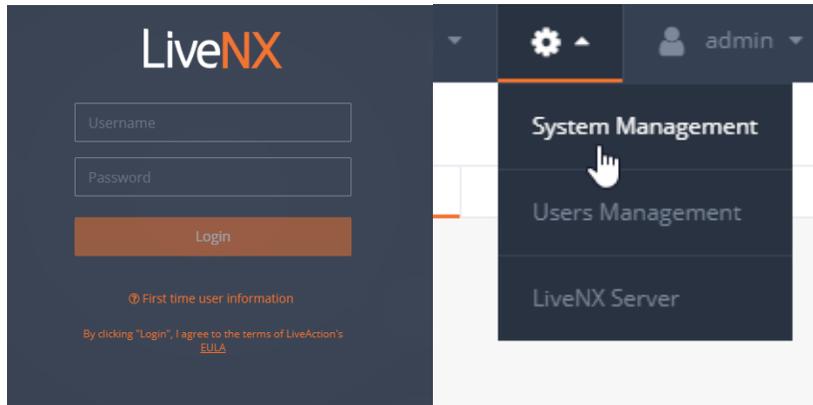


Figure 1: LiveNX Web

## 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**”.

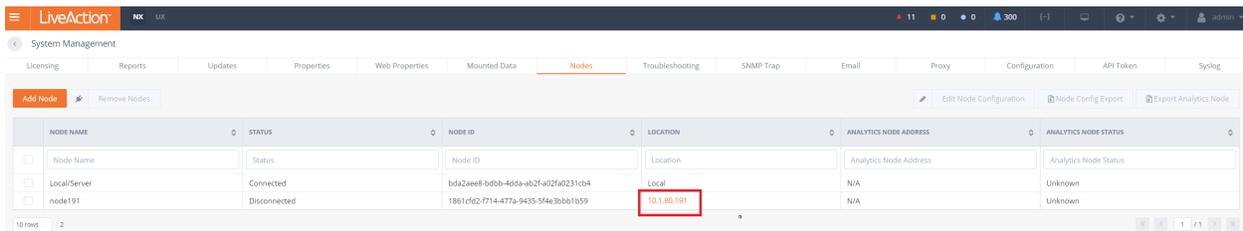


Figure 2: Nodes Tab

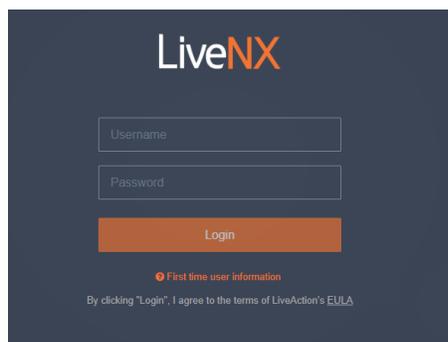


Figure 3: LiveNX Node Web UI

### Step 3

Click the **“Update”** tab then select the **Online** option. Enter the following URL then **“Start Update”**.

[https://download.liveaction.com/LiveNX/9\\_1\\_0/software\\_package-livenx-node-9.1.0-UBUNTU.enc](https://download.liveaction.com/LiveNX/9_1_0/software_package-livenx-node-9.1.0-UBUNTU.enc)

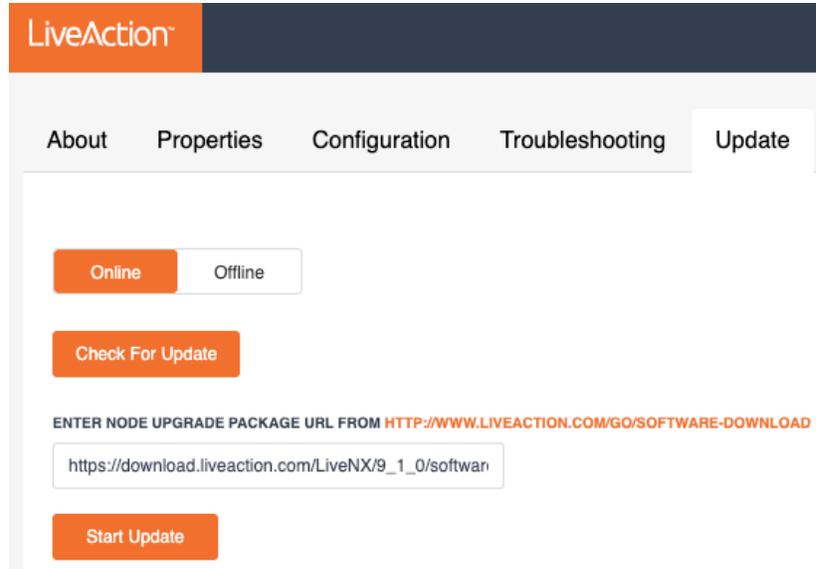


Figure 4: LiveNX Node Online Update

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.

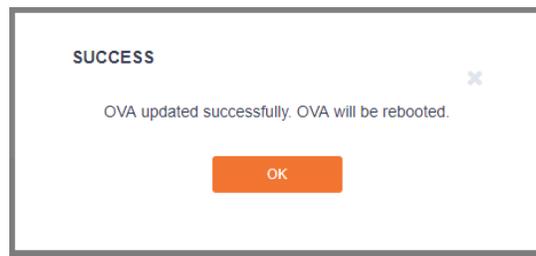
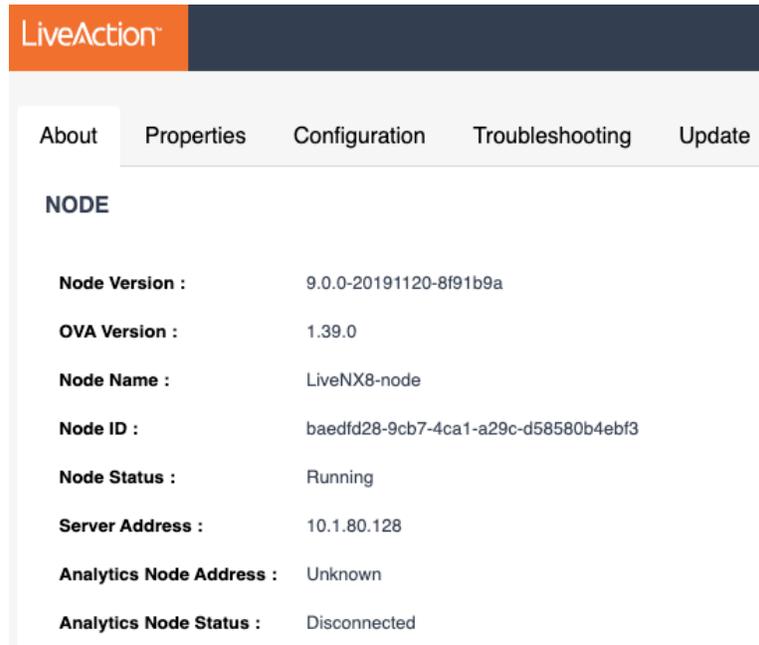


Figure 5: Success

## Step 4

Verify that the LiveNX Node Status is “Running”.



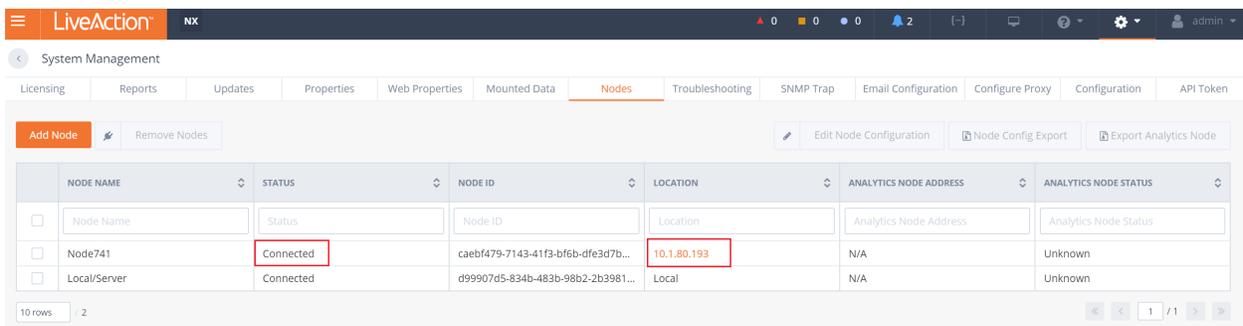
The screenshot shows the LiveAction interface with the 'About' tab selected. The 'NODE' section displays the following details:

- Node Version :** 9.0.0-20191120-8f91b9a
- OVA Version :** 1.39.0
- Node Name :** LiveNX8-node
- Node ID :** baedfd28-9cb7-4ca1-a29c-d58580b4ebf3
- Node Status :** Running
- Server Address :** 10.1.80.128
- Analytics Node Address :** Unknown
- Analytics Node Status :** Disconnected

Figure 6: Node Status Running

## Step 5

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



The screenshot shows the LiveAction interface with the 'Nodes' tab selected in the 'System Management' section. A table displays the status of nodes:

	NODE NAME	STATUS	NODE ID	LOCATION	ANALYTICS NODE ADDRESS	ANALYTICS NODE STATUS
<input type="checkbox"/>	Node Name	Status	Node ID	Location	Analytics Node Address	Analytics Node Status
<input type="checkbox"/>	Node741	Connected	caebf479-7143-41f3-bf6b-dfe3d7b...	10.1.80.193	N/A	Unknown
<input type="checkbox"/>	Local/Server	Connected	d99907d5-834b-483b-98b2-2b3981...	Local	N/A	Unknown

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/9.1.0/software\\_package-livenx-node-9.1.0-UBUNTU.enc](https://download.liveaction.com/LiveNX/9.1.0/software_package-livenx-node-9.1.0-UBUNTU.enc)

## Step 2

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

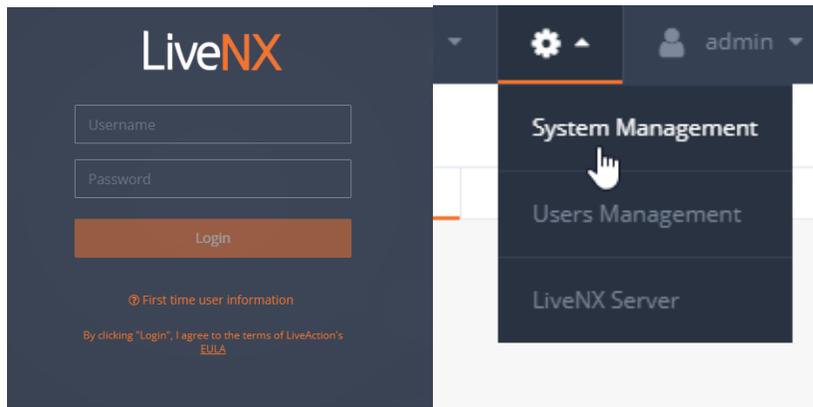


Figure 1: LiveNX Web

## 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**”.

NODE NAME	STATUS	NODE ID	LOCATION	ANALYTICS NODE ADDRESS	ANALYTICS NODE STATUS
Node Name	Status	Node ID	Location	Analytics Node Address	Analytics Node Status
Local/Server	Connected	bda2aee8-9db8-465a-ab2f-a02f60231cb4	Local	N/A	Unknown
node191	Disconnected	1861cf62-7714-477a-9435-554e302b1b59	10.1.80.191	N/A	Unknown

Figure 2: Nodes Tab



Figure 3: LiveNX Node Web UI

#### Step 4

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

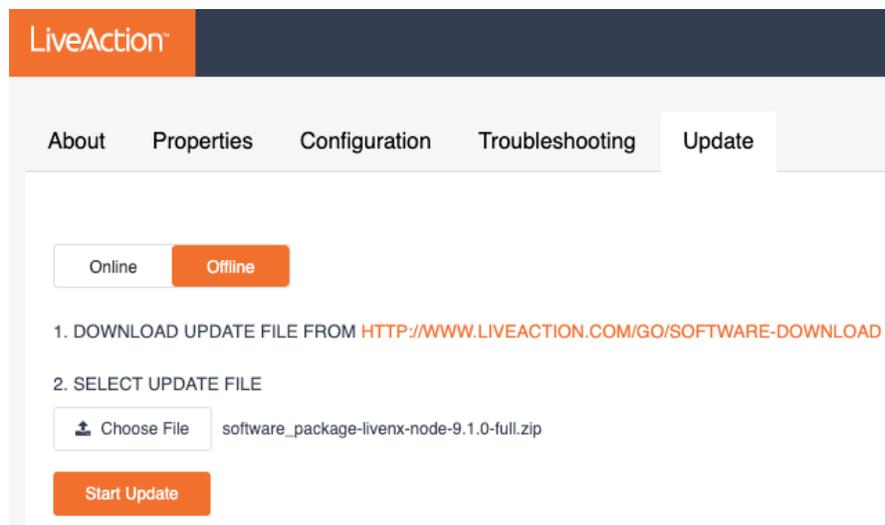


Figure 4: LiveNX Node Offline Update

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.

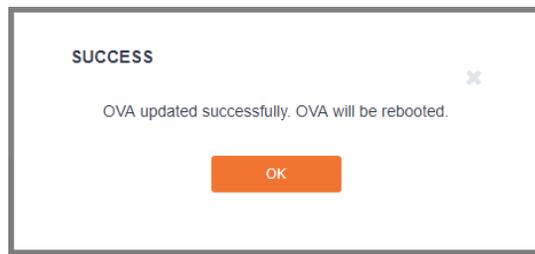
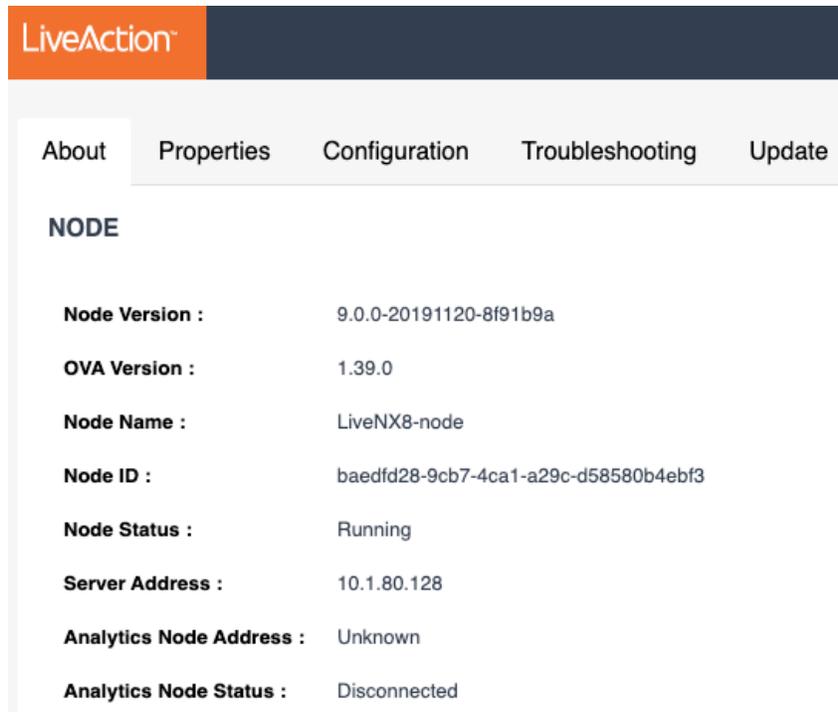


Figure 5: Success

## Step 5

Verify that the LiveNX Node Status is “Running”.



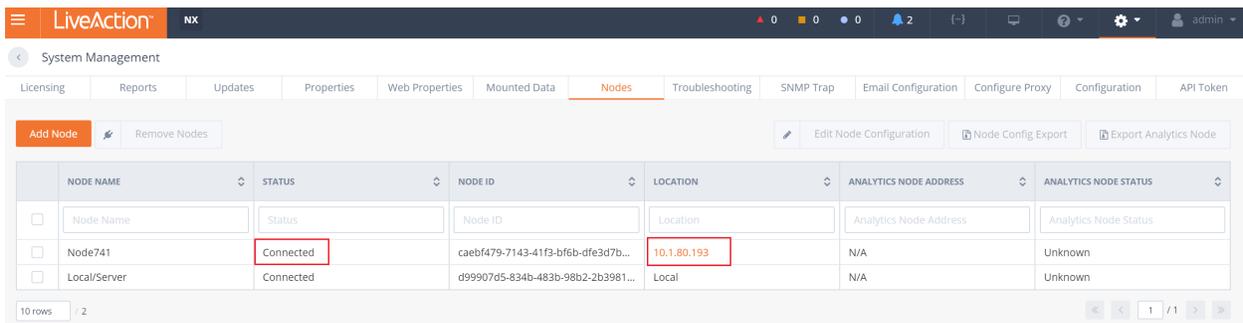
The screenshot shows the LiveAction interface with a navigation menu at the top containing 'About', 'Properties', 'Configuration', 'Troubleshooting', and 'Update'. Below the menu, the 'NODE' section displays the following details:

- Node Version :** 9.0.0-20191120-8f91b9a
- OVA Version :** 1.39.0
- Node Name :** LiveNX8-node
- Node ID :** baedfd28-9cb7-4ca1-a29c-d58580b4ebf3
- Node Status :** Running
- Server Address :** 10.1.80.128
- Analytics Node Address :** Unknown
- Analytics Node Status :** Disconnected

Figure 6: Node Status Running

## Step 6

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



The screenshot shows the LiveAction 'Nodes' page. The table below lists the nodes and their status. The 'Node741' row is highlighted, and its 'Connected' status and '10.1.80.193' location are circled in red.

	NODE NAME	STATUS	NODE ID	LOCATION	ANALYTICS NODE ADDRESS	ANALYTICS NODE STATUS
<input type="checkbox"/>	Node Name	Status	Node ID	Location	Analytics Node Address	Analytics Node Status
<input type="checkbox"/>	Node741	Connected	caebf479-7143-41f3-bf6b-dfe3d7b...	10.1.80.193	N/A	Unknown
<input type="checkbox"/>	Local/Server	Connected	d99907d5-834b-483b-98b2-2b3981...	Local	N/A	Unknown

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\\_1\\_0/LiveNXClient-9.1.0-UBUNTU-windows-x32.exe](https://download.liveaction.com/LiveNX/9_1_0/LiveNXClient-9.1.0-UBUNTU-windows-x32.exe)

### LiveNX Client for Windows 64-bit OS

[https://download.liveaction.com/LiveNX/9\\_1\\_0/LiveNXClient-9.1.0-UBUNTU-windows-x64.exe](https://download.liveaction.com/LiveNX/9_1_0/LiveNXClient-9.1.0-UBUNTU-windows-x64.exe)

## Step 2

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

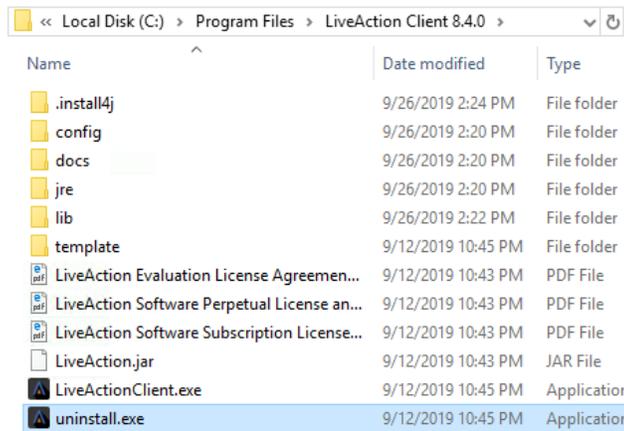


Figure 1: Client Uninstaller via Start shortcut

## 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.

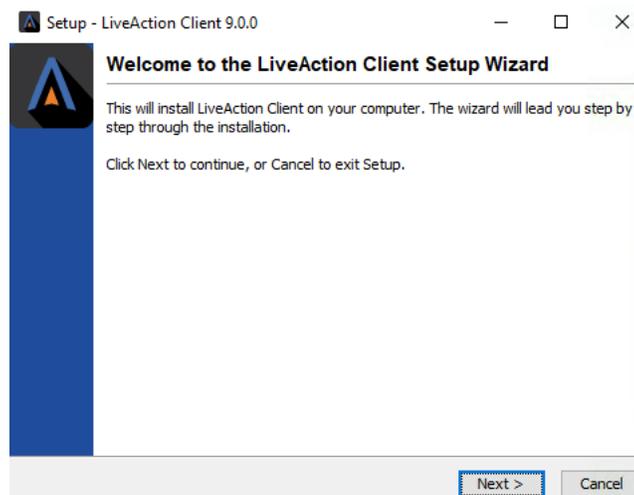
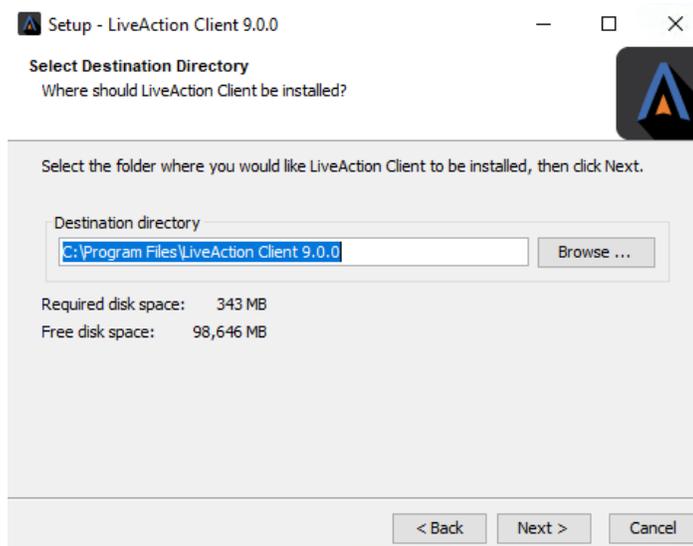


Figure 2: Windows Client Install – Welcome Page

## Step 4

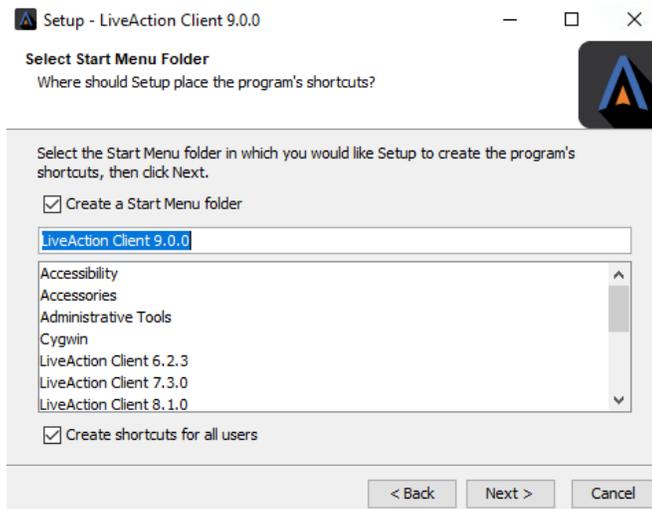
Proceed to the Destination Directory Page with the recommended default file location. Then select **Next**.



*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.



*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.

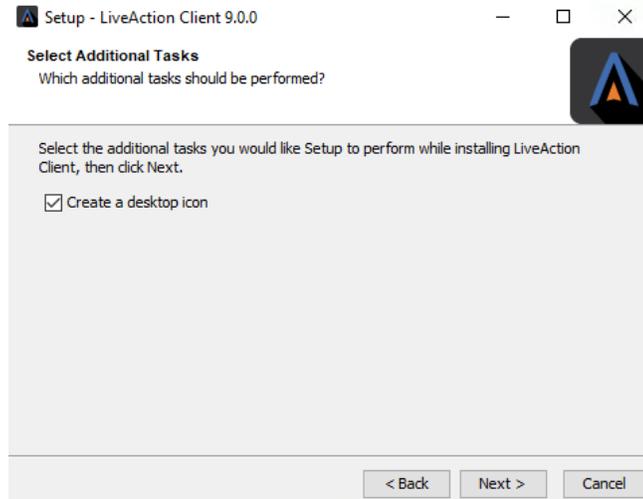


Figure 5: Select Additional Tasks on the Client

## Step 7

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

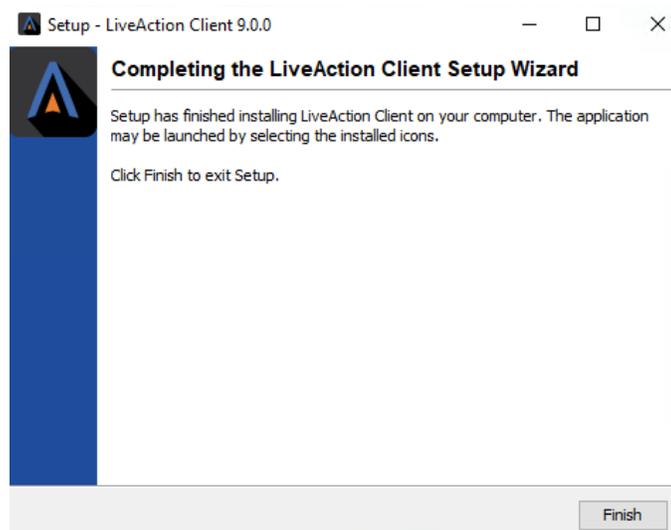


Figure 6: Windows Client Installation – Completion

## 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\\_1\\_0/LiveNXClient-9.1.0-UBUNTU-macos.dmg](https://download.liveaction.com/LiveNX/9_1_0/LiveNXClient-9.1.0-UBUNTU-macos.dmg)

## Step 2

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

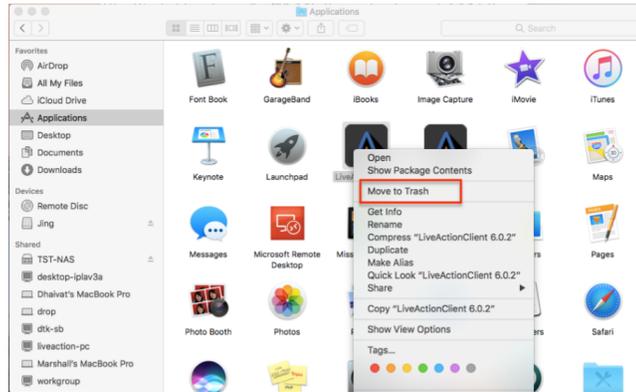


Figure 1: Uninstalling the Client

## Step 3

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

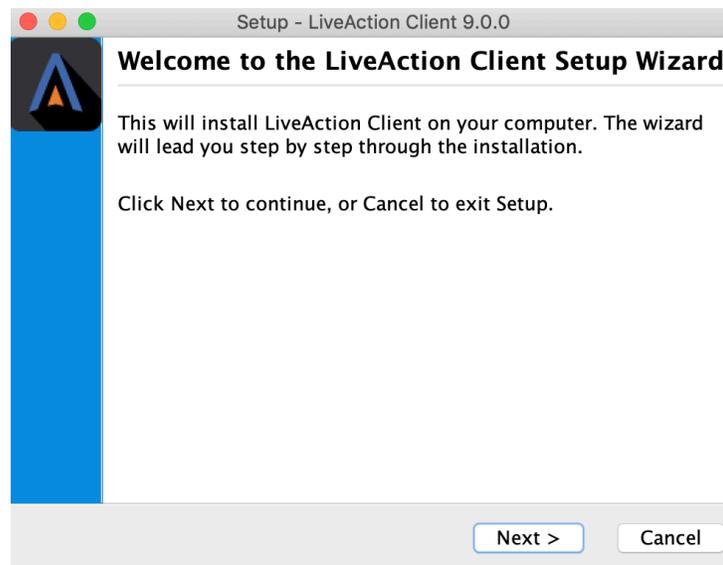
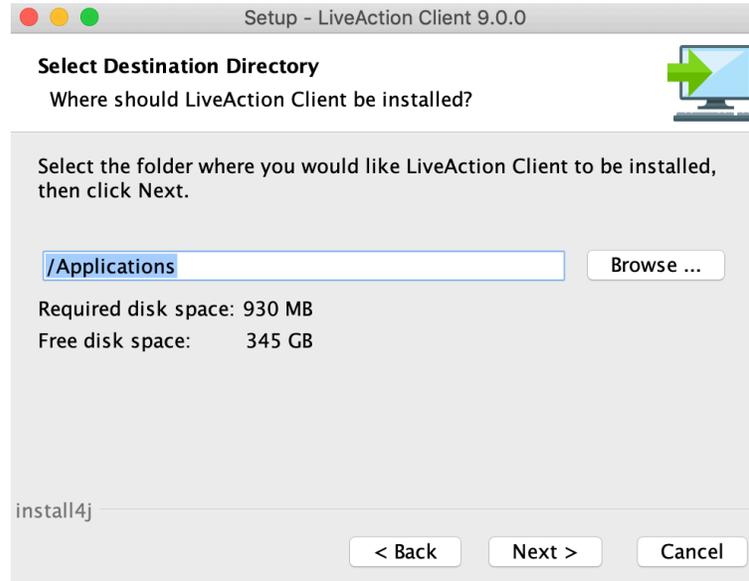


Figure 2: Installation wizard

## Step 4

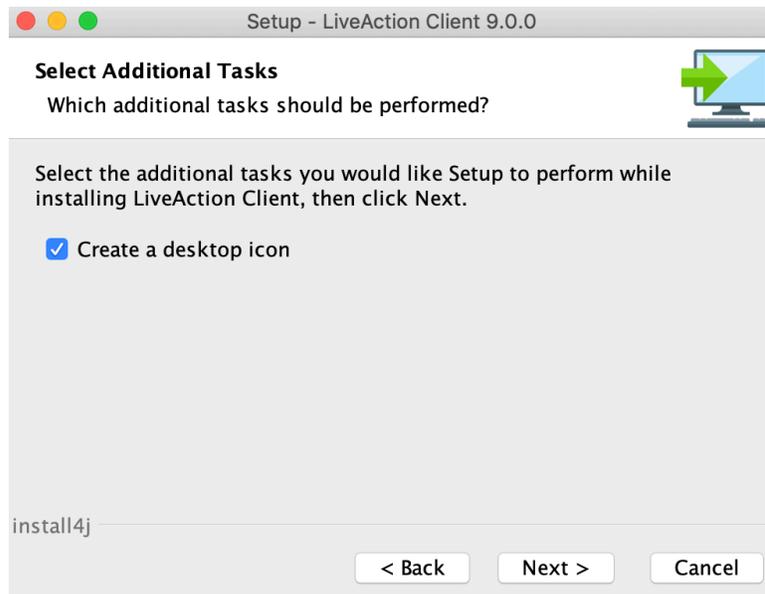
Proceed to the Destination Directory Page with the recommended default file location. Then select **Next**.



*Figure 3: Mac Client destination directory*

## Step 5

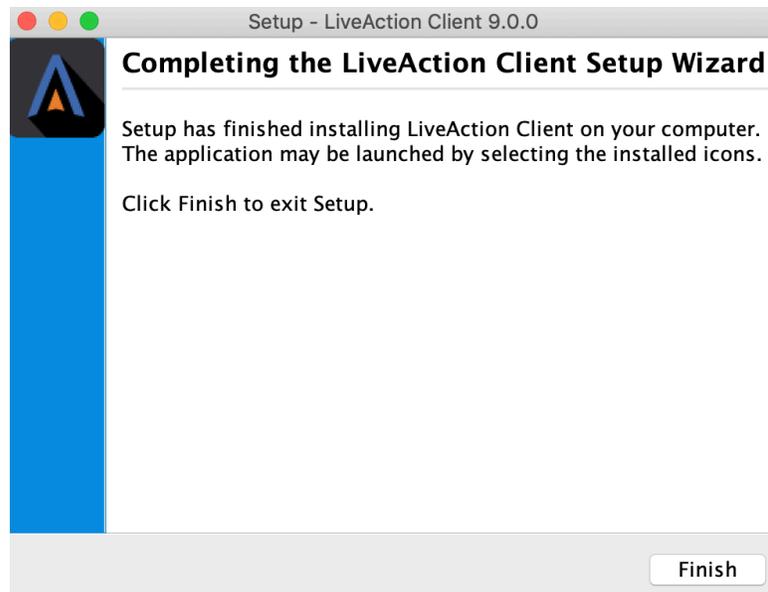
Click **Next** on the Client setup, then accept the creation of a desktop icon if desired.



*Figure 4: Select Additional Tasks – Create a desktop icon*

## Step 6

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.



*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.