Best Practices for Upgrading the PROXY Pro RAS Edition

Download the latest version of the PROXY Pro RAS Edition zip file from: https://products.proxynetworks.com/downloads/

What component do I upgrade first?

Upgrade the PROXY Pro RAS server first. As for the PROXY Pro Masters and PROXY Pro Host, the general rule of thumb is that a newer Master is backwards compatible for connectivity to an older version Host, just not the other way around. That being said, always upgrade your Masters before upgrading your Hosts so that you'll be able to connect to each of them throughout the upgrade process.   Note that if a machine has a Master and a Host installed, be sure to upgrade both.

What license keys do I use?

Before upgrading, you'll need your Proxy v11 license keys handy. We typically provide license keys to the primary contact we have on file for your company; if you don't have them and need to request them, write to sales@proxynetworks.com and your Account Manager will follow up with you.

PROXY Pro v10 Component	Key Starts With
PROXY Pro RAS Server – RAS server components	543x or 545x
PROXY Pro Master - Viewer License	445x
PROXY Pro Host - Client for desktops, laptops, servers	443x

How do I upgrade my RAS server to the latest version?

After extracting, run **PROXYProServerProducts.exe** from within the **PROXYServerProducts** folder. Each of the components (Web Console, Authentication Manager, Gateway) will be upgraded and the Gateway service will be restarted. Expect 5-30 minutes of downtime – Hosts will begin checking in with the server once the installation finishes.

How do I install/deploy the latest version Host and Master?

As for the PROXY Pro Master, simply double-click the Master.msi installation file and you'll be prompted for your license key during the installation wizard. As for automating the upgrade, the PROXY Pro Deployment Tool can be used to deploy the Master out to machines across your network, and it can also be used to deploy the Host with the new license key (and any other settings) that gets applied at install time. Please see the Proxy Deployment Tool Quick Start Guide PDF which walks the reader through the click-by-click steps necessary to use the tool or follow along interactively with our Deployment Tool Walk-Through Video below.

As for upgrading your PROXY Pro Host clients to the latest version, please refer to the below resources.

Deploying the Host: PROXY Pro Deployment Tool Walk Through Video: https://youtu.be/FuuDostjRo0

Deployment Tool Walk Quick Start Guide PDF: Available from www.proxynetworks.com/documentation

For customers with active Maintenance & Support

Live support is available upon request to ensure your upgrade goes smoothly and to address any questions along the way. The Proxy Networks Support Team can be reached at support@proxynetworks.com or by phone at 617-453-2700.