



Upgrade

SnapCenter Plug-in for VMware vSphere

NetApp
September 29, 2025

Table of Contents

- Upgrade 1
 - Upgrade from an earlier release of SnapCenter Plug-in for VMware vSphere 1
 - Upgrade to a new patch of the same release of SnapCenter Plug-in for VMware vSphere 2
 - Steps for clearing the cache 2
 - Information not displayed after upgrading to a new patch of the same release 3
 - Workaround if you already upgraded before clearing the cache 3

Upgrade

Upgrade from an earlier release of SnapCenter Plug-in for VMware vSphere



Upgrade to SCV 4.9 is supported only on VMware vCenter server 7 update 1 and later versions, for VMware vCenter server prior to version 7 update 1, you should continue to use SCV 4.7. The upgrade is disruptive on unsupported versions of VMware vCenter server.

If you are using the SnapCenter Plug-in for VMware vSphere virtual appliance, you can upgrade to a newer release.

The upgrade process unregisters the existing plug-in and deploys a plug-in that is compatible only with vSphere 7.0U1 and later versions.

See the [SnapCenter Plug-in for VMware vSphere Release Notes](#) for information on supported upgrade paths.



Backup the SnapCenter Plug-in for VMware vSphere OVA before starting an upgrade.

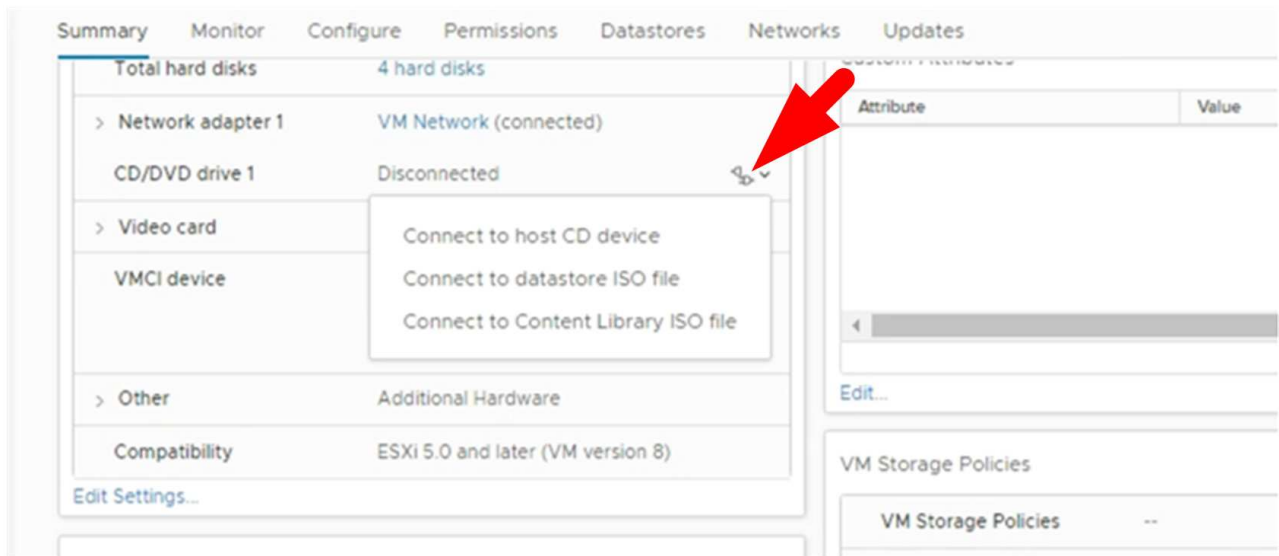


Switching your network configuration from static to DHCP is not supported.

Steps

1. Prepare for the upgrade by disabling SnapCenter Plug-in for VMware vSphere.
 - a. Log in to the SnapCenter Plug-in for VMware vSphere management GUI.
The IP is displayed when you deploy the SnapCenter VMware plug-in.
 - b. Click **Configuration** in the left navigation pane, and then click the **Service** option in the Plug-in Details section to disable the plug-in.
2. Download the upgrade .iso file.
 - a. Log in to the NetApp Support Site (<https://mysupport.netapp.com/products/index.html>).
 - b. From the list of products, select **SnapCenter Plug-in for VMware vSphere**, then click the **DOWNLOAD LATEST RELEASE** button.
 - c. Download the SnapCenter Plug-in for VMware vSphere upgrade .iso file to any location.
3. Install the upgrade.
 - a. In your browser, navigate to the VMware vSphere vCenter.
 - b. On the vCenter GUI, click **vSphere client (HTML)**.
 - c. Log in to the **VMware vCenter Single Sign-On** page.
 - d. On the Navigator pane, click the VM that you want to upgrade and then click the **Summary** tab.
 - e. On the **Related Objects** pane, click on any datastore in the list and then click the **Summary** tab.
 - f. On the **Files** tab for the selected datastore, click on any folder in the list, and then click **Upload files**.
 - g. On the upload pop-up screen, navigate to the location where you downloaded the .iso file, then click on the .iso file image, and then click **Open**.
The file is uploaded to the datastore.
 - h. Navigate back to VM that you want to upgrade, and click the **Summary** tab.
In the **VM Hardware** pane, in the CD/DVD field, the value should be "Disconnected".

- i. Click the connection icon in the CD/DVD field and select **Connect to CD/DVD image on a datastore**.



- j. In the wizard, do the following:
- In the Datastores column, select the datastore where you uploaded the .iso file.
 - In the Contents column, navigate to the .iso file you uploaded, make sure “ISO image” is selected in the File Type field, and then click **OK**.
Wait until the field shows the “Connected” status.
- k. Log onto the Maintenance console by accessing the **Summary** tab of the virtual appliance and then click the green run arrow to start the maintenance console.
- l. Enter **2** for System Configuration, then enter **8** for Upgrade.
- m. Enter **y** to continue and start the upgrade.

Upgrade to a new patch of the same release of SnapCenter Plug-in for VMware vSphere

If you are upgrading to a new patch of the same release, you must clear the SnapCenter Plug-in for VMware vSphere cache on the vCenter Web Server and restart the server before the upgrade or registration.

If the plug-in cache is not cleared, then recent jobs are not displayed in the Dashboard and job monitor in the following scenarios:

- SnapCenter Plug-in for VMware vSphere was deployed using vCenter, and then later upgraded to a patch in the same release.
- The SnapCenter VMware virtual appliance was deployed in vCenter 1. Later, this SnapCenter VMware plug-in was registered to a new vCenter2. A new instance of the SnapCenter VMware plug-in is created with a patch and registered to vCenter1. However, because vCenter1 still has the cached plug-in from the first SnapCenter VMware plug-in without the patch, the cache needs to be cleared.

Steps for clearing the cache

1. Locate the `vsphere-client-serenity` folder, then locate the `com.netapp.scv.client-`

`<release-number>` folder and delete it.

The folder name changes for each release.

See the VMware documentation for the location of the `vsphere-client-serenity` folder for your operating system.

2. Restart the vCenter Server.

You can then upgrade the SnapCenter VMware plug-in.

Information not displayed after upgrading to a new patch of the same release

After upgrading SnapCenter Plug-in for VMware vSphere to a new patch of the same release, recent jobs or other information might not be displayed in the Dashboard and job monitor.

If you are upgrading to a new patch of the same release, you must clear the SnapCenter Plug-in for VMware vSphere cache on the vCenter Web Server and restart the server before the upgrade or registration.

If the plug-in cache is not cleared, then recent jobs are not displayed in the Dashboard and job monitor in the following scenarios:

- SnapCenter Plug-in for VMware vSphere was deployed using vCenter, and then later upgraded to a patch in the same release.
- The SnapCenter VMware virtual appliance was deployed in vCenter 1. Later, this SnapCenter VMware plug-in was registered to a new vCenter2. A new instance of the SnapCenter VMware plug-in is created with a patch and registered to vCenter1. However, because vCenter1 still has the cached plug-in from the first SnapCenter VMware plug-in without the patch, the cache needs to be cleared.

The cache is in the following locations, based on the type of server operating system:

- vCenter Server Linux Appliance

`/etc/vmware/vsphere-client/vc-packages/vsphere-client-serenity/`

- Windows OS

`%PROGRAMFILES%/VMware/vSphere client/vc-packages/vsphere-client-serenity/`

Workaround if you already upgraded before clearing the cache

1. Log in to the SnapCenter VMware plug-in management GUI.

The IP is displayed when you deploy the SnapCenter VMware plug-in.

2. Click **Configuration** in the left navigation pane, and then click the Service option in the **Plug-in Details** section to disable the plug-in.

The SnapCenter VMware plug-in service is disabled, and the extension is unregistered in vCenter.

3. Locate the `vsphere-client-serenity` folder, then locate the `com.netapp.scv.client-<release-number>` folder and delete it.

The folder name changes for each release.

4. Restart the vCenter Server.
5. Log in to VMware vSphere client.
6. Click **Configuration** in the left navigation pane, and then click the Service option in the **Plug-in Details** section to enable the plug-in.

The SnapCenter VMware plug-in service is enabled, and the extension is registered in vCenter.

Copyright information

Copyright © 2025 NetApp, Inc. All Rights Reserved. Printed in the U.S. No part of this document covered by copyright may be reproduced in any form or by any means—graphic, electronic, or mechanical, including photocopying, recording, taping, or storage in an electronic retrieval system—without prior written permission of the copyright owner.

Software derived from copyrighted NetApp material is subject to the following license and disclaimer:

THIS SOFTWARE IS PROVIDED BY NETAPP “AS IS” AND WITHOUT ANY EXPRESS OR IMPLIED WARRANTIES, INCLUDING, BUT NOT LIMITED TO, THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, WHICH ARE HEREBY DISCLAIMED. IN NO EVENT SHALL NETAPP BE LIABLE FOR ANY DIRECT, INDIRECT, INCIDENTAL, SPECIAL, EXEMPLARY, OR CONSEQUENTIAL DAMAGES (INCLUDING, BUT NOT LIMITED TO, PROCUREMENT OF SUBSTITUTE GOODS OR SERVICES; LOSS OF USE, DATA, OR PROFITS; OR BUSINESS INTERRUPTION) HOWEVER CAUSED AND ON ANY THEORY OF LIABILITY, WHETHER IN CONTRACT, STRICT LIABILITY, OR TORT (INCLUDING NEGLIGENCE OR OTHERWISE) ARISING IN ANY WAY OUT OF THE USE OF THIS SOFTWARE, EVEN IF ADVISED OF THE POSSIBILITY OF SUCH DAMAGE.

NetApp reserves the right to change any products described herein at any time, and without notice. NetApp assumes no responsibility or liability arising from the use of products described herein, except as expressly agreed to in writing by NetApp. The use or purchase of this product does not convey a license under any patent rights, trademark rights, or any other intellectual property rights of NetApp.

The product described in this manual may be protected by one or more U.S. patents, foreign patents, or pending applications.

LIMITED RIGHTS LEGEND: Use, duplication, or disclosure by the government is subject to restrictions as set forth in subparagraph (b)(3) of the Rights in Technical Data -Noncommercial Items at DFARS 252.227-7013 (FEB 2014) and FAR 52.227-19 (DEC 2007).

Data contained herein pertains to a commercial product and/or commercial service (as defined in FAR 2.101) and is proprietary to NetApp, Inc. All NetApp technical data and computer software provided under this Agreement is commercial in nature and developed solely at private expense. The U.S. Government has a non-exclusive, non-transferrable, nonsublicensable, worldwide, limited irrevocable license to use the Data only in connection with and in support of the U.S. Government contract under which the Data was delivered. Except as provided herein, the Data may not be used, disclosed, reproduced, modified, performed, or displayed without the prior written approval of NetApp, Inc. United States Government license rights for the Department of Defense are limited to those rights identified in DFARS clause 252.227-7015(b) (FEB 2014).

Trademark information

NETAPP, the NETAPP logo, and the marks listed at <http://www.netapp.com/TM> are trademarks of NetApp, Inc. Other company and product names may be trademarks of their respective owners.