



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

## **SnapCenter Plug-in for VMware vSphere**

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# 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 for Windows

```
`C:\ProgramData\VMware\vCenterServer\cfg\vsphere-client\vc-packages\vsphere-client-serenity\`
```

- vCenter Server Linux Appliance

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

- Windows OS

```
`%PROGRAMFILES%\VMware\vSphere Web 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.scvm.webclient-4.2.0` folder and delete it.

The folder name changes for each release.

4. Restart the vCenter Server.

5. Log in to VMware vSphere web 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.

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