



Upgrade

SnapCenter Plug-in for VMware vSphere 4.4

NetApp
December 17, 2020

Table of Contents

- Upgrade 1
 - Supported upgrade paths 1
 - Upgrade from Windows-based SnapCenter Plug-in for VMware vSphere 1
 - Information not displayed after upgrading to a new patch of the same release 2

Upgrade

Supported upgrade paths

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

Upgrade from Windows-based SnapCenter Plug-in for VMware vSphere

If you are using the Windows-based SnapCenter VMware plug-in and want to use the new features provided by the SnapCenter Plug-in for VMware vSphere virtual appliance, you must upgrade.

Before you begin

If your backups of virtualized databases and filesystems are integrated with SnapCenter:

- If the SnapCenter server is a VM, then it is a best practice to take a VMware-based snapshot before upgrading.
- Make sure the SnapCenter server is upgraded. See the [SnapCenter Plug-in for VMware vSphere Release Notes](#) for information on supported upgrade paths.

About this task

There are three basic upgrade steps:

1. Download the upgrade `.iso` file.
2. Suspend backup jobs for the Windows-based SnapCenter VMware plug-in.
3. Deploy the SnapCenter Plug-in for VMware vSphere OVA.
4. Migrate the Windows-based VMware backup metadata.

This step is performed only if you are upgrading from Windows-based SnapCenter VMware plug-in to the SnapCenter Plug-in for VMware vSphere virtual appliance.

Steps

1. 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 VM.
2. Suspend backup jobs.

In the SnapCenter GUI, suspend all jobs for the Windows-based SnapCenter Plug-in for VMware vSphere.

3. Deploy the SnapCenter Plug-in for VMware vSphere OVA.

Because this is a new installation of the Linux-based SnapCenter VMware plug-in, follow the steps for

deploying the OVA.

[Deploy SnapCenter Plug-in for VMware vSphere](#)

[Post deployment required operations and issues](#)

4. Migrate the Windows-based VMware backup metadata.

[Migration overview](#)

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.

Before 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/`
```

- Mac OS

```
`/var/lib/vmware/vsphere-client/vsphere-client/vc-packages/vsphere-client-serenity/`
```

Workaround before upgrading

1. 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.

2. Restart the vCenter Server.

You can then upgrade the SnapCenter VMware plug-in.

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.

You can then upgrade the SnapCenter VMware plug-in.

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.

Copyright Information

Copyright © 2020 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.

RESTRICTED RIGHTS LEGEND: Use, duplication, or disclosure by the government is subject to restrictions as set forth in subparagraph (c)(1)(ii) of the Rights in Technical Data and Computer Software clause at DFARS 252.277-7103 (October 1988) and FAR 52-227-19 (June 1987).

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.