Zerto 9.7 - How to Upgrade Zerto to 9.7

IMPORTANT: We do not recommend any customer upgrading the hardware versions of their current VMs during any ESXi upgrade. If hardware version is upgraded, we may be unable to protect the VM as the VM will not power on in the event of a failover until the VM has its hardware version downgraded manually prior to initiating failover. The process of downgrading VM hardware version would be the responsibility of the tenant, not Evolve IP.

Zerto Upgrade Resources:

- Overview - Guidelines to Upgrading Zerto: https://help.zerto.com/bundle/Upgrade.ZVM.HTML.97/page/Upgrading_the_Zerto_Virtual_Manager.htm

- Preparation Information - Before Upgrading Zerto: https://help.zerto.com/bundle/Upgrade.ZVM.HTML.97/page/Before_Upgrading_Zerto.htm

Step 1

RDP and Login to your ZVM server (not the web UI)

Step 2

Download the VMware installer: Zerto Virtual Replication VMware Installer_9.7.43.36.zip

Step 3

Follow the Zerto upgrade process found **here.**

If your Zerto Server fails to upgrade, please contact Evolve IP Support:

Help Center: help.evolveip.net

P: 877.459.4347, Option 2