

# Upgrade procedure: agentless backup with ActiveImage Protector Virtual

## Introduction

A new version of ActiveImage Protector Virtual is now available. It allows you to run agentless backups of guest VMs for VMware ESXi and Microsoft Hyper-V.

### Important:

- This upgrade procedure document is **ONLY** for clients who wish to use agentless backups.
- To replicate your agentless backups, please upgrade to the [new version of ImageCenter](#) (build 4.x).
- Should you wish to continue with agent-based backups using ActiveImage Protector Virtual, this document is not for you. Still make sure you have the [latest builds](#) installed on your system.

## What can you upgrade to?

Current solution	New agentless solution
ActiveImage Protector Virtual – Single	ActiveImage Protector Virtual HyperAgent 1 VM
ActiveImage Protector Virtual – 3 VM Pack	ActiveImage Protector Virtual HyperAgent 3 VM
ActiveImage Protector Virtual – Cloud	2 licences of ActiveImage Protector Virtual HyperAgent 3 VM
ActiveImage Protector Virtual – Unlimited	ActiveImage Protector Virtual HyperAgent Basic
ActiveImage Protector Hyper-V Enterprise	Please <a href="#">contact us</a>

It is required to have a valid maintenance to upgrade.

Should the maintenance be expired, [contact us](#) to retrospectively purchase a maintenance contract.

## Upgrade procedure

### 1. Request new product keys

- [Email us](#) the product keys you wish to upgrade to the latest version.  
In the coming weeks, you will be able to do such request directly in the Partner Portal.
- Allow us up to 48 hours to email you your new keys and download link.

### Note:

All new products include 2 keys:

- HyperAgent key for agentless backups
- AIP Virtual new key for agent-based backups

You can choose how to use them, depending on the software licence and your infrastructure.

### 2. Uninstall the previous AIP Virtual software

All configuration will be lost. Restart the machine(s) after uninstallation.

### 3. Install and activate the new version of AIP Virtual HyperAgent

- Install the HyperAgent on a machine on the network. Restart the machine.

or

- Install the HyperAgent on the hypervisor should you also wish to backup the host. Restart the server.

Backup of the host is included by default in AIP Virtual HyperAgent Basic licence.

It is not included with the other AIP Virtual licences, but you now have the possibility to [purchase AIP HyperAgent optional host backup licence](#) to protect the host on top of the VMs (communicate your AIP Virtual licences when purchasing it).

### 4. Configure your software and backup job

For any questions, contact our tech support <http://support.netjapan.eu/>