

Downgrade Hardware Level of VMWare Appliance

In recent ApplicationInsights versions, the minimum required hardware level of our appliances is 11 (formerly 8). This means ApplicationInsights supports VMWare from ESXi 6.0 and Workstation 11.x and up.

If you are running older version, please follow these steps to downgrade the virtual appliance (to level 8 in this example):

1. **Open** the **.ova** file with 7zip
2. Delete the **.cert** and **.mf** inside of the **.ova**
3. **Edit** the **.ovf** file inside of the **.ova** and set the **VirtualSystemType** element to **vmx-08**:

```
<vssd:VirtualSystemType>vmx-08</vssd:VirtualSystemType>
```

4. **Import** the **.ova** file and startup the appliance
5. **Uninstall** the **open-vm-tools** package:

```
yum remove open-vm-tools
```

6. **Install the correct open-vm-tools** version:



Info

Pick open-vm-tools version depending on ESXi version: <https://packages.vmware.com/tools/versions>. If you can not find the required version on that page, please search the internet for it.
Open-vm-tools rpm downloads: <https://rpmfind.net/linux/rpm2html/search.php?query=open-vm-tools>.

```
yum install ftp://ftp.pbone.net/mirror/ftp.scientificlinux.org/linux/scientific/7.4/x86_64/os/Packages/open-vm-tools-10.1.5-3.el7.x86_64.rpm
```

7. Exclude open-vm-tools from yum upgrades:
Add following line to */etc/yum.conf*

```
exclude=open-vm-tools*
```

8. **Reboot** the appliance to finish the downgrade