



Upgrading Unified Manager

Active IQ Unified Manager 9.7

NetApp
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Upgrading Unified Manager

You can upgrade to Unified Manager version 9.7 only from instances of 9.5 or 9.6.

About this task

During the upgrade process, Unified Manager is unavailable. You should complete any running operations before upgrading Unified Manager.

If Unified Manager is paired with an instance of OnCommand Workflow Automation, and there are new versions of software available for both products, you must disconnect the two products and then set up a new Workflow Automation connection after performing the upgrades. If you are performing an upgrade to only one of the products, then you should log into Workflow Automation after the upgrade and verify that it is still acquiring data from Unified Manager.

Downloading the Unified Manager ISO image

Before upgrading Unified Manager, you must download the Unified Manager ISO image from the NetApp Support Site.

Before you begin

You must have login credentials for the NetApp Support Site.

Steps

1. Log in to the NetApp Support Site and navigate to the Software Download page.

<https://mysupport.netapp.com/products/index.html>

2. Download and save the `.iso` image file to a local directory or network directory that is accessible to your vSphere Client.
3. Verify the checksum to ensure that the software downloaded correctly.

Upgrading the Unified Manager virtual appliance

You can upgrade from Unified Manager version 9.5 or 9.6 to 9.7.

Before you begin

- You must have downloaded the `.iso` file from the NetApp Support Site.
- The system on which you are upgrading Unified Manager must meet the system and software requirements.

[Virtual infrastructure requirements](#)

[VMware software and installation requirements](#)

- For vSphere 6.5 and 6.7 users, you must have installed the VMware Remote Console (VMRC).

- During upgrade, you may be prompted to confirm on whether you want to keep the previous, default settings for retaining performance data for 13 months or to change it to 6 months. On confirming, the historical performance data is purged after 6 months.
- You must have the following information:
 - Login credentials for the NetApp Support Site
 - Credentials for accessing the VMware vCenter Server and vSphere Web Client (for vSphere version 6.5 or 6.7) or vSphere Client (for vSphere version 6.0)
 - Credentials for the Unified Manager maintenance user

About this task

During the upgrade process, Unified Manager is unavailable. You should complete any running operations before upgrading Unified Manager.

If you have paired Workflow Automation and Unified Manager, you must manually update the host name in Workflow Automation.

Steps

1. In the vSphere Client, click **Home > Inventory > VMs and Templates**.
2. Select the virtual machine (VM) on which the Unified Manager virtual appliance is installed.
3. If the Unified Manager VM is running, navigate to **Summary > Commands > Shut Down Guest**.
4. Create a backup copy—such as a snapshot or clone—of the Unified Manager VM to create an application-consistent backup.
5. From the vSphere Client, power on the Unified Manager VM.
6. Select the Unified Manager upgrade image:

If you are using...	Then do this...
vSphere 6.0	<ol style="list-style-type: none"> a. Click the CD/DVD Drive icon, and select Connect to ISO image on local disk. b. Select the <code>ActiveIQUnifiedManager-<version>-virtual-update.iso</code> file, and click Open.
vSphere 6.5 or 6.7	<ol style="list-style-type: none"> a. Launch the VMware Remote Console. b. Click the CDROM icon, and select Connect to Disk Image File (.iso). c. Select the <code>ActiveIQUnifiedManager-<version>-virtual-update.iso</code> file, and click Open.

7. Click the **Console** tab.
8. Log in to the Unified Manager maintenance console.
9. In the **Main Menu**, select **Upgrade**.

A message is displayed that Unified Manager is to be unavailable during the upgrade process, and is to resume after completion.

10. Type `y` to continue.

A warning is displayed, reminding you to back up the virtual machine on which the virtual appliance resides.

11. Type `y` to continue.

The upgrade process and the restart of Unified Manager services can take several minutes to complete.

12. Press any key to continue.

You are automatically logged out of the maintenance console.

13. Log in to the maintenance console, and verify the version of Unified Manager.

After you finish

You can log in to the web UI to use the upgraded version of Unified Manager. Note that you must wait for the discovery process to finish before performing any task in the UI.

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