



# **Installing, upgrading, and removing Unified Manager software**

**Active IQ Unified Manager 9.7**

NetApp  
August 02, 2024

This PDF was generated from <https://docs.netapp.com/us-en/active-iq-unified-manager-97/install-windows/concept-overview-of-the-installation-process-on-windows.html> on August 02, 2024. Always check docs.netapp.com for the latest.

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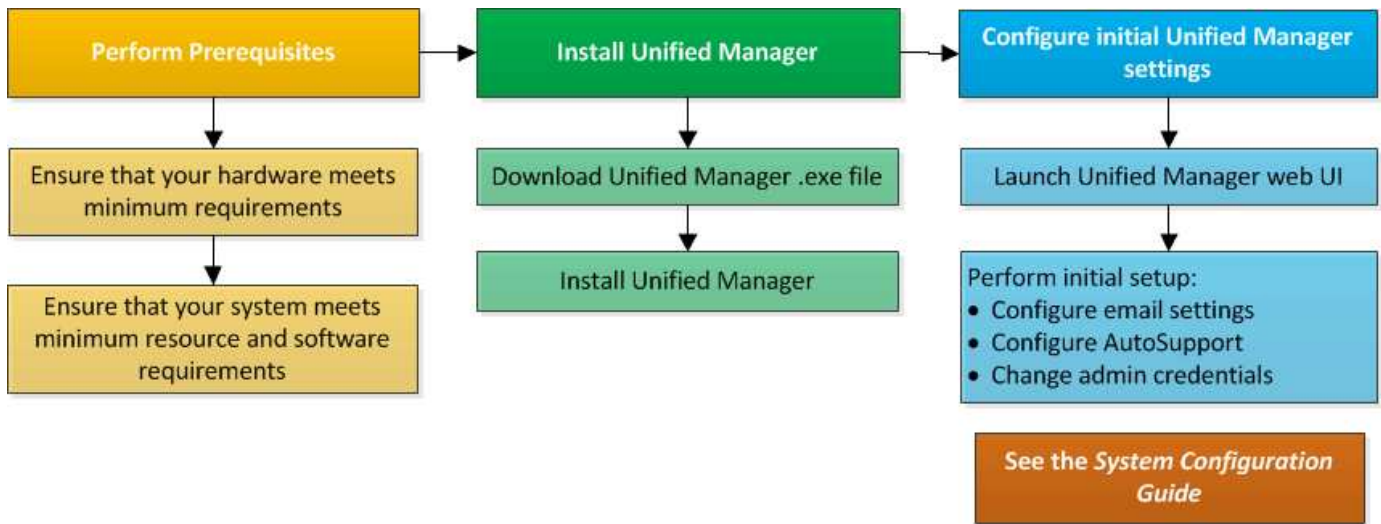
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# Installing, upgrading, and removing Unified Manager software

You can install Unified Manager software, upgrade to a newer version of software, or remove the Unified Manager application.

## Overview of the installation process

The installation workflow describes the tasks that you must perform before you can use Unified Manager.



## Installing Unified Manager on Windows

It is important that you understand the sequence of steps to download and install Unified Manager on Windows.

### Installing Unified Manager

You can install Unified Manager to monitor and troubleshoot data storage capacity, availability, performance, and protection issues.

#### Before you begin

- The system on which you plan to install Unified Manager must meet the system and software requirements.

[Hardware system requirements](#)

[Windows software and installation requirements](#)



Starting with Unified Manager 9.5, OpenJDK is provided in the installation package and installed automatically. Oracle Java is not supported starting with Unified Manager 9.5.

- You must have Windows administrator privileges. Ensure that your user name does not begin with an exclamation mark “!”. Installation of Unified Manager might fail if the user name of user running the installation begins with “!”.
- You must have a supported web browser.
- The Unified Manager maintenance user password must be between 8 and 20 characters, must contain upper-case letters or lower-case letters, numerals, and special characters.
- The following special characters are not allowed in the password string for the maintenance user or for the MySQL root user: " ' ` % , = & < > | ^ \ / ( ) [ ] ; :

The following special characters are allowed: ~ ! @ # \$ \* - ? . + { }

## Steps

1. Log in to Windows using the default local administrator account.
2. Log in to the NetApp Support Site, and locate the Download page for installing Unified Manager on the Windows platform.

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

3. Download the Unified Manager Windows installation file from the NetApp Support Site to a target directory in the Windows system.
4. Navigate to the directory where the installation file is located.
5. Right-click and run the Unified Manager installer executable (.exe) file as an administrator.

Unified Manager detects missing or pre-installed third-party packages and lists them. If the required third-party packages are not installed in the system, Unified Manager installs them as part of the installation.

6. Click **Next**.
7. Enter the user name and password to create the maintenance user.
8. In the **Database Connection** wizard, enter the MySQL root password.
9. Click **Change** to specify a new location for the Unified Manager installation directory and MySQL data directory.

If you do not change the installation directory, Unified Manager is installed in the default installation directory.

10. Click **Next**.
11. In the **Ready to Install Shield** wizard, click **Install**.
12. After the installation is complete, click **Finish**.

## Results

The installation creates multiple directories:

- Installation directory

This is the root directory for Unified Manager, which you specified during installation. Example:

C:\Program Files\NetApp\

- MySQL data directory

This is the directory where the MySQL databases are stored, which you specified during installation.

Example: C:\ProgramData\MySQL\MySQLServerData\

- Java directory

This is the directory where OpenJDK is installed. Example: C:\Program Files\NetApp\JDK\

- Unified Manager application data directory (appDataDir)

This is the directory where all the application-generated data is stored. This includes logs, support bundles, backup, and all other additional data. Example: C:\ProgramData\NetApp\OnCommandAppData\

### After you finish

You can access the web UI to perform the initial setup of Unified Manager, as described in the [Configuring Active IQ Unified Manager](#).

## Performing an unattended installation of Unified Manager

You can install Unified Manager without user intervention by using the command-line interface. You can complete the unattended installation by passing the parameters in key-value pairs.

### Steps

1. Log in to the Windows command-line interface by using the default local administrator account.
2. Navigate to the location where you want to install Unified Manager, and choose one of the following options:

Option	Instructions
If third-party packages are pre-installed	<pre>ActiveIQUnifiedManager-x.y.exe /V"MYSQL_PASSWORD=mysql_password INSTALLDIR="Installation directory\" MYSQL_DATA_DIR="MySQL data directory\" MAINTENANCE_PASSWORD=maintenance_passw ord MAINTENANCE_USERNAME=maintenance_usern ame /qn /l*v CompletePathForLogFile"</pre> <p><b>Example:</b></p> <pre>ActiveIQUnifiedManager.exe /s /v"MYSQL_PASSWORD=netapp21! INSTALLDIR="C:\Program Files\NetApp\" MYSQL_DATA_DIR="C:\ProgramData\MySQL\ MySQLServer\" MAINTENANCE_PASSWORD=* MAINTENANCE_USERNAME=admin /qn /l*v C:\install.log"</pre>
If third-party packages are not installed	<pre>ActiveIQUnifiedManager-x.y.exe /V"MYSQL_PASSWORD=mysql_password INSTALLDIR="Installation directory\" MYSQL_DATA_DIR="MySQL data directory\" MAINTENANCE_PASSWORD=maintenance_passw ord MAINTENANCE_USERNAME=maintenance_usern ame /qr /l*v CompletePathForLogFile"</pre> <p><b>Example:</b></p> <pre>ActiveIQUnifiedManager.exe /s /v"MYSQL_PASSWORD=netapp21! INSTALLDIR="C:\Program Files\NetApp\" MYSQL_DATA_DIR="C:\ProgramData\MySQL\ MySQLServer\" MAINTENANCE_PASSWORD=* MAINTENANCE_USERNAME=admin /qr /l*v C:\install.log"</pre>

The /qr option enables quiet mode with a reduced user interface. A basic user interface is displayed, which shows the installation progress. You are not prompted for inputs. If third-party packages such as JRE, MySQL, and 7zip are not pre-installed, you must use the /qr option. Installation fails if the /qn option is used on a server where third-party packages are not installed.

The /qn option enables quiet mode with no user interface. No user interface or details are displayed during installation. You must not use the /qn option when third-party packages are not installed.

3. Log in to the Unified Manager web user interface by using the following URL:

https://IP address

## Changing the JBoss password

You can create a new, custom JBoss password to overwrite the default password that is set during installation. This task is optional, but some sites might require this security capability to override the Unified Manager installation default setting. This operation also changes the password JBoss uses to access MySQL.

### Before you begin

- You must have Windows admin privileges for the system on which Unified Manager is installed.
- You must have the password for the MySQL root user.
- You must be able to access the NetApp-provided `password.bat` script in the directory `\Program Files\NetApp\essentials\bin`.

### Steps

1. Log in as the admin user on the Unified Manager host machine.
2. Use the Windows Services console to stop the following Unified Manager services:
  - NetApp Active IQ Acquisition Service (Ocie-au)
  - NetApp Active IQ Management Server Service (Oncommandsvc)
3. Launch the `password.bat` script to begin the password change process: `C:\Program Files\NetApp\essentials\bin> password.bat resetJBossPassword`
4. When prompted, enter the MySQL root user password.
5. When prompted, enter the current JBoss user password.

The default password is `D11h1aMu@79%`.

6. When prompted, enter the new JBoss user password, and then enter it again for confirmation.

Confirmation messages appear as the changes are made, and then you are prompted one last time for the new JBoss user password.

7. Enter the new JBoss user password one more time.
8. When the script completes, start the Unified Manager services by using the Windows Services console:
  - NetApp Active IQ Management Server Service (Oncommandsvc)
  - NetApp Active IQ Acquisition Service (Ocie-au)
9. After all of the services are started, you can log in to the Unified Manager UI.

## Upgrading Unified Manager

You can upgrade Unified Manager 9.5 or 9.6 to 9.7 by downloading and running the installation file on the Windows platform.

## Before you begin

- The system on which you are upgrading Unified Manager must meet the system and software requirements.

### Hardware system requirements

### Windows software and installation requirements



Starting with Unified Manager 9.5, OpenJDK is provided in the installation package and installed automatically. Oracle Java is not supported starting with Unified Manager 9.5.



Starting with Unified Manager 9.4, Microsoft .NET 4.5.2 or greater is required. Make sure you have the correct version of .NET installed before starting the upgrade.

- You must have Windows administrator privileges. Ensure that your user name does not begin with an exclamation mark “!”. Installation of Unified Manager might fail if the user name of user running the installation begins with “!”.
- You must have valid credentials to log in to the NetApp Support Site.
- To avoid data loss, you must have created a backup of the Unified Manager machine in case there is an issue during the upgrade.
- You must have adequate disk space available to perform the upgrade.

The available space on the installation drive must be 2.5 GB larger than the size of the data directory. The upgrade stops and displays an error message indicating the amount of space to be added if there is not enough free space.

- During upgrade, you may be prompted to confirm 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 after 6 months is purged.
- Before upgrading, you must close any open files or folder in `<InstallDir\>\JDK and MySQL Data Directory`.

## 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.

## Steps

1. Log in to the NetApp Support Site, and locate the **Download** page for installing Unified Manager on the Windows platform.

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



2. Download the Unified Manager Windows installation file to a target directory in the Windows system.
3. Right-click and run the Unified Manager installer executable (.exe) file as an administrator.

Unified Manager prompts you with the following message:

```
This setup will perform an upgrade of Unified Manager. Do you want to continue?
```

4. Click **Yes**, and then click **Next**.
5. Enter the MySQL8 root password that was set during installation, and then click **Next**.
6. Log in to the Unified Manager web UI, and verify the version number.

## After you finish



To perform a silent upgrade of Unified Manager, run the following command:

```
ActiveIQUnifiedManager-<version>.exe /s /v"MYSQL_PASSWORD=netapp21!  
/qn /l*v C:\install.log
```

## Upgrading third-party products

You can upgrade third-party products, such as JRE and MySQL, on Unified Manager when installed on Windows systems.

The companies that develop these third-party products report security vulnerabilities on a regular basis. You can upgrade to newer versions of this software at your own schedule.

### Upgrading JRE

You can upgrade to a newer version of Java Runtime Environment (JRE) on the Windows server on which Unified Manager is installed to obtain fixes for security vulnerabilities.

#### Before you begin

You must have Windows admin privileges for the system on which Unified Manager is installed.

#### Steps

1. Log in as the admin user on the Unified Manager host machine.
2. Download the appropriate version of Java (64-bit) from the JDK site to the target system.

For example, download `openjdk-11_windows-x64_bin.zip` from `http://jdk.java.net/11/`.

3. Use the Windows Services console to stop the following Unified Manager services:
  - NetApp Active IQ Acquisition Service (Ocie-au)
  - NetApp Active IQ Management Server Service (Oncommandsvc)
4. Expand the zip file.

5. Copy the directories and files from the resulting `jdk` directory (for example, `jdk-11.0.2` to the location where Java is installed. Example: `C:\Program Files\NetApp\JDK\`
6. Start the Unified Manager services by using the Windows Services console:
  - NetApp Active IQ Management Server Service (Oncommandsvc)
  - NetApp Active IQ Acquisition Service (Ocie-au)

## Upgrading MySQL

On the Windows server on which Unified Manager is installed, you can upgrade MySQL to a higher version to obtain fixes for security vulnerabilities. For any minor upgrade, the base version of MySQL must be 8.0.17 or later. If the installed version of MySQL on your system is earlier than 8.0.17, the Unified Manager 9.7 upgrade process automatically upgrades MySQL to 8.0.17. You must not run a standalone upgrade of MySQL from an earlier version to 8.0.17.

### Before you begin



If the installed version of MySQL on your system is 5.7, then you must not attempt to directly upgrade MySQL to version 8.0.17. It results in application data loss.

- You must have Windows admin privileges for the system on which Unified Manager is installed.
- You must have the password for the MySQL root user.

### Steps

1. Log in as the admin user on the Unified Manager host machine.
2. Download the appropriate version of MySQL to the target system.
3. Use the Windows Services console to stop the following Unified Manager services:
  - NetApp Active IQ Acquisition Service (Ocie-au)
  - NetApp Active IQ Management Server Service (Oncommandsvc)
  - MYSQL8
4. Click the `.msi` package to invoke the upgrade of MySQL and follow the instructions on the screen to complete the upgrade.
5. Start the Unified Manager services by using the Windows Services console:
  - MYSQL8
  - NetApp Active IQ Management Server Service (Oncommandsvc)
  - NetApp Active IQ Acquisition Service (Ocie-au)

## Restarting Unified Manager

You might have to restart Unified Manager after making configuration changes.

## Before you begin

You must have Windows administrator privileges.

## Steps

1. Log in to Windows using the default local administrator account.
2. Stop the Unified Manager services:

From the...	Stop the services in following order...
Command line	<ol style="list-style-type: none"><li>a. <code>sc stop ocie-au</code></li><li>b. <code>sc stop Oncommandsvc</code></li></ol>
Microsoft Service Manager	<ol style="list-style-type: none"><li>a. NetApp Active IQ Acquisition Service (Ocie-au)</li><li>b. NetApp Active IQ Management Server Service (Oncommandsvc)</li></ol>

3. Start the Unified Manager services:

From the...	Start the services in following order...
Command line	<ol style="list-style-type: none"><li>a. <code>sc start Oncommandsvc</code></li><li>b. <code>sc start ocie-au</code></li></ol>
Microsoft Service Manager	<ol style="list-style-type: none"><li>a. NetApp Active IQ Management Server Service (Oncommandsvc)</li><li>b. NetApp Active IQ Acquisition Service (Ocie-au)</li></ol>

## Uninstalling Unified Manager

You can uninstall Unified Manager by using the Programs and Features wizard, or by performing an unattended uninstallation from the command-line interface.

## Before you begin

- You must have Windows administrator privileges.
- All clusters (data sources) must be removed from the Unified Manager server before uninstalling the software.

## Steps

1. Uninstall Unified Manager by choosing one of the following options:

To uninstall Unified Manager from the...	Then...
Programs and Features wizard	<ol style="list-style-type: none"> <li>a. Navigate to <b>Control Panel &gt; Program and Features</b>.</li> <li>b. Select Active IQ Unified Manager, and click <b>Uninstall</b>.</li> </ol>
Command line	<ol style="list-style-type: none"> <li>a. Log in to the Windows command line using administrator privileges.</li> <li>b. Navigate to the Active IQ Unified Manager directory, and run the following command:  <pre>msiexec /x {A78760DB-7EC0-4305-97DB-E4A89CDDFF4E1} /qn /l*v %systemdrive%\UmUnInstall.log</pre> </li> </ol>

If User Account Control (UAC) is enabled on the server, and you are logged in as a domain user, you must use the command-line uninstallation method.

Unified Manager is uninstalled from your system.

2. Uninstall the following third-party packages and data that are not removed during the Unified Manager uninstallation:
  - Third-party packages: JRE, MySQL, Microsoft Visual C++ 2015 Redistributable, and 7zip
  - MySQL application data generated by Unified Manager
  - Application logs and contents of application data directory

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