Unified Manager virtual appliance upgrade workflow

Active IQ Unified Manager

NetApp
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Upgrade Active IQ Unified Manager

You can upgrade Active IQ Unified Manager to release 9.20 from release 9.16 or 9.18 only.

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.

If you are upgrading from Unified Manager 9.7, you cannot upgrade directly from 9.14 to 9.20 because of file system changes in the Debian versions. If you are running a version that is earlier than the supported versions, your Unified Manager instance will need to be upgraded to one of the supported versions first, and then upgraded to the current version. Follow this recommended upgrade path: 9.14 → 9.16P2 → 9.20

Steps

1. Follow the steps in Download the Unified Manager ISO image.
2. Additionally, follow the steps described in Upgrade Unified Manager.

Use the supported upgrade path for versions of Active IQ Unified Manager

Active IQ Unified Manager supports a specific upgrade path for each version.

Not all versions of Unified Manager can perform an in-place upgrade to later versions. The Unified Manager upgrades are limited to an N-2 model. This means that you can only perform an upgrade to the next two releases on all platforms. For example, you can perform an upgrade to Unified Manager 9.20 from Unified Manager 9.16 and 9.18 only.

If you are running a version that is earlier than the supported versions, your Unified Manager instance will need to be upgraded to one of the supported versions first, and then upgraded to the current version.

For example, if your installed version is Unified Manager 9.11 and you want to upgrade to Unified Manager 9.20, you follow a sequence of upgrades.

Sample upgrade path:

1. Upgrade 9.11 → 9.13
2. Upgrade 9.13 → 9.14
3. Upgrade 9.13 → 9.16
4. Upgrade 9.14 or 9.16 → 9.18

5. Upgrade 9.16 or 9.18 → 9.20

For more information on the upgrade path matrix, see this knowledge base (KB) article.

Download the Active IQ Unified Manager upgrade file

Before upgrading Unified Manager, download the Unified Manager upgrade file from the NetApp Support Site.

Before you begin

You should have login credentials for the NetApp Support Site.

Steps

1. Log in to the NetApp Support Site:

   NetApp Support Site

2. Navigate to the Download page for upgrading Unified Manager on VMware vSphere.
3. Download the `.iso` image for upgrade, and save it to a local directory or network directory that is accessible to your vSphere Client.
4. Verify the checksum to ensure that the software has downloaded correctly.

Upgrade the Active IQ Unified Manager virtual appliance

You can upgrade the Active IQ Unified Manager virtual appliance from releases 9.16 or 9.18 to 9.20.

Before you begin

Ensure the following:

- You have downloaded the upgrade file and the ISO image from the NetApp Support Site.
- The system on which you are upgrading Unified Manager meets the system and software requirements.

  See Virtual infrastructure requirements.

  See VMware software and installation requirements.

- For vSphere 6.5 and later users, you 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 have the following information:
  - Login credentials for the NetApp Support Site
  - Credentials for accessing the VMware vCenter Server and vSphere Web Client
  - Credentials for the Unified Manager maintenance user

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 should 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 a clone, of the Unified Manager VM to create an application-consistent backup.
5. From the vSphere Client, power on the Unified Manager VM.
6. Launch the VMware Remote Console.
7. Click the **CDROM** icon, and select **Connect to Disk Image File (.iso)**.
8. Select the `ActiveIQUnifiedManager-<version>-virtual-update.iso` file, and click **Open**.
9. Click the **Console** tab.
10. Log in to the Unified Manager maintenance console.
11. 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.

12. Type `y` to continue.

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

13. Type `y` to continue.

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

14. Press any key to continue.

    You are automatically logged out of the maintenance console.

15. **Optional:** Log in to the maintenance console, and verify the version of Unified Manager.

You can launch the web UI on a new window on a supported web browser and log in to use the upgraded version of Unified Manager. Note that you need to wait for the discovery process to finish before performing any task in the UI.

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