



# Active IQ Unified Manager Troubleshooting (AIQUMTS)

ID AIQUMTS Price 2,160.— €(excl. tax) Duration 3 days

## Course Overview

In this course, you learn how to troubleshoot and solve 60% of all cases involving Active IQ Unified Manager (AIQUM). You learn to properly frame and get assistance on the other 40%. The course materials include an exercise workbook that guides you through various troubleshooting situations.

## Who should attend

Administrator, operator

## Prerequisites

- Fundamentals of ONAP Administration
- Administration of Active IQ Unified Manager
- Experience with Linux and Windows

## Course Objectives

- Install Active IQ Unified Manager on Windows and Linux
- Deploy an AIQUM OVA instance
- Examine the maintenance console
- Explore the AIQUM management interface
- Explain the performance component
- Examine application integration with AIQUM
- Locate log files and error messages

## Detailed Course Outline

### Module 1: Active IQ Unified Manager Installation

- Explain the Active IQ Unified Manager architecture
- Install Unified Manager for Windows and Linux
- Deploy Unified Manager OVA
- Investigate and troubleshoot third-party dependencies for Unified Manager installations
- Learn the log files to use to troubleshoot installation issues with Unified Manager
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### Module 2: Maintenance console

- Explain the features offered in the maintenance console
- Describe and perform debug logging
- Explain the Active IQ Unified Manager database backup and restore process
- Upload and download files to and from the Open Virtual Appliance (OVA) distribution of Unified Manager
- Collect a support bundle
- Use Engineering Diagnostic Shell (EDS) and Engineering Remote Diagnostic Shell (ERDS) to diagnose a problem

### Module 3: AIQUM UI features

- List and describe local and remote users and roles
- Identify and describe "Cluster Not Reachable" messages
- Explain, use, and troubleshoot the import of Unified Manager HTTPS certificates
- Explain Lightweight Directory Access Protocol (LDAP) and Security Assertion Markup Language (SAML) configuration for Active IQ Unified Manager 9.x
- Describe the Scale Monitor purpose and messages
- Troubleshoot issues during the addition of ONTAP systems to Unified Manager monitoring

### Module 4 Active IQ Unified Manager Performance Component

- Explain the performance component functionality in Active IQ Unified Manager
- Describe the configuration and management of the performance component
- Describe how to monitor and analyze workload performance
- Identify performance data collection types and methods
- Explain performance capacity and utilization in Unified Manager
- Explain Workload Analyzer

### Module 5: AIQUM application integration

- Pair Active IQ Unified Manager with OnCommand Workflow Automation (OnCommand WFA)
- Examine REST APIs
- Describe the Commvault support strategy
- Review ONTAP FlexGroup volumes
- Explain ONTAP anti-ransomware protection

### Module 6: Errors and Logging



- Identify NetApp Active IQ usage and content
- Use Support Bundle logs for troubleshooting
- Identify and use the logs associated with a particular service
- Discuss reports

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