



## Active IQ Unified Manager install fails to start the services due to missing files

[https://kb-stage.netapp.com/data-mgmt/AIQUM/AIQUM\\_Kbs/Active\\_IQ\\_Unified\\_Manager\\_install\\_fails\\_...](https://kb-stage.netapp.com/data-mgmt/AIQUM/AIQUM_Kbs/Active_IQ_Unified_Manager_install_fails_...)

Updated: Sat, 20 Jun 2026 03:27:00 GMT

### Applies to

- Active IQ Unified Manager 9.6+ (AIQUM)
- Red Hat Enterprise Linux
- CentOS

### Issue

The ActiveIQ Unified Manager install fails and the server and acquisition services will not start.

When checking the install or upgrade log located in `/var/log/ocum`, it is seen that one or more files are missing.

```
May 02 21:51:16: Running java processes
root      29606  29532  0 21:51 pts/0    00:00:00 grep java
cat: /var/run/ocie.pid: No such file or directory
May 02 21:51:17: ocie pid:
cat: /var/run/ocieau.pid: No such file or directory
May 02 21:51:17: ocieau pid:
• ocie.service - LSB: Active IQ Management Server
  Loaded: loaded (/opt/netapp/systemd/system/ocie; enabled; vendor preset:
disabled)
  Active: failed (Result: exit-code) since Sat 2020-05-02 20:36:41 -07; 1h
14min ago
  Main PID: 1195 (code=exited, status=203/EXEC)

May 02 20:36:41 servername.abc.com systemd[1]: Starting LSB: OnCommand Platform
Server...
May 02 20:36:41 servername.abc.com systemd[1195]: Failed at step EXEC spawning
/opt/netapp/systemd/system/ocie: No such file or directory
May 02 20:36:41 servername.abc.com systemd[1]: ocie.service: main process
exited, code=exited, status=203/EXEC
May 02 20:36:41 servername.abc.com systemd[1]: Failed to start LSB: OnCommand
Platform Server.
May 02 20:36:41 servername.abc.com systemd[1]: Unit ocie.service entered failed
state.
May 02 20:36:41 servername.abc.com systemd[1]: ocie.service failed.

May 02 21:51:17: systemctl daemon-reload
May 02 21:51:17: stopping services using service command
Active IQ Acquisition Unit already stopped
/opt/netapp/essentials/bin/commonfunctions.sh: line 113: [: -lt: unary operator
expected
/opt/netapp/essentials/bin/commonfunctions.sh: line 116: [: -lt: unary operator
expected
grep: /opt/netapp/ocum/etc/ocum.conf: No such file or directory
Active IQ Management Server service already stopped
May 02 21:51:17: stopping services using systemctl command
• ocieau.service - LSB: Active IQ Acquisition Unit
  Loaded: loaded (/opt/netapp/systemd/system/ocieau; enabled; vendor preset:
disabled)
```

```
Active: failed (Result: exit-code) since Sat 2020-05-02 20:36:41 -07; 1h  
14min ago  
Main PID: 1207 (code=exited, status=203/EXEC)
```