



Active IQ Unified Manager upgrade on Windows fails due to permissions issue

https://kb-stage.netapp.com/data-mgmt/AIQUM/AIQUM_Kbs/Active_IQ_Unified_Manager_upgrade_on...

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Applies to

Active IQ Unified Manager 9.x (Windows)

Issue

- Attempting to upgrade AIQUM on Windows by running the upgrade .exe fails at some point in the process after entering all credentials and parameters
- Reviewing the MSI log in `<CurrentUserHome>\AppData\Local\Temp\netapp_um_install.log` shows a permissions error on `server.trustore`, or other file(s)