



Upgrading Windows AIQUM to 9.12 fails due to checksum verification failure

https://kb-stage.netapp.com/data-mgmt/AIQUM/AIQUM_Kbs/Upgrading_Windows_AIQUM_to_9.12_fai...

Updated: Wed, 24 Jun 2026 06:32:16 GMT

Applies to

- Active IQ Unified Manager (AIQUM) 9.12
- Windows
- Applied the solution in [Active IQ Unified Manager for Windows – CVE-2021-44228 Apache Log4j Vulnerability – Workaround](#) when the AIQUM was 9.8

Issue

- Upgrading AIQUM 9.11 to 9.12 fails due to checksum verification failure on `log4j-core.jar`
- `UMUpgrade-9.12_9.11-<timestamp>.log` shows error:

```
output of checkSumFile.log in C:\ProgramData\NetApp\OnCommandAppData\ocum\
```

```
log is =False. Aborting Installation as file is tampered. Please refer
checksumOperations.log for more details.
```

```
InstallShield 3:51:17: Setup aborted
```

```
InstallShield 3:51:17: CallScriptFunctionFromMsiCA() ends, result 0x642
```

- `checksumOperations.log` indicates that the checksum doesn't match for `log4j-core.jar`

```
MD5 is not matching for ..\..\essentials\bin\replay\lib\log4j-core.jar
file
```

```
8/7/2023 3:51:17 AM : [] : code = 5
```

```
8/7/2023 3:51:17 AM : [] : Verification of checksum failed.
```