

Page Title: overview

On this page

Overview

Upgrading Motadata AIOps is a crucial aspect of ensuring that your system is equipped with the latest features, improvements, and security enhancements. This user guide will walk you through the upgrade process for the master, collectors, and agents in Motadata AIOps.

Regular upgrades guarantee that your Motadata AIOps instance stays current, benefiting from performance optimizations, bug fixes, and new functionalities. Whether you are dealing with a major version upgrade or a minor one, maintaining up-to-date components is vital for optimal system functionality.

MotaAgent Upgrade

â€œ

Agents

installed on monitored devices, facilitate data collection, processing, and communication with the master for centralized management.

For Motadata AIOps installed on a server where internet access is unavailable, you can initiate the upgrade by obtaining the upgrade file from the Motadata website.

Next, you need to upload the file to the

Upgrade

section in

Motadata Health

where a compatibility check will be performed after you upload the file. Motadata AIOps analyzes upgrade dependencies among master, collectors, agents, and databases.

For major version upgrades, the master must be upgraded first, followed by individual upgrades to child components such as the collectors and agents, if applicable. Users can then proceed to upgrade components individually.

Click the

Upgrade Now

button and upgrade the components that are eligible for an upgrade based on the upgrade file you uploaded.

Step by Step Process for the Upgrade

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Once an update is available for Motadata AIOps, you will be notified via Email and a link to download the upgrade file will be sent to you via E-mail.

Download the file from the link sent to you via release notes or the link available on the Motadata AIOps website.

Select the

Health Monitoring

icon present at the top of the screen in Motadata AIOps. Select the

Upgrade

tab.

Select the

and upload the upgrade file you downloaded in the first step.

Select the

Run Compatibility Check

to run the compatibility check of the upgrade file.

Once you run the compatibility check, you will be able to upgrade the individual components as per the upgrade file you have uploaded.

Navigate to the component that you want to upgrade under

Master

,

Collectors

, or

Agents

and click on the

Upgrade Now

button against that component that you want to upgrade.

note

For major version upgrades, the master must be upgraded first, followed by individual upgrades to child components such as the collectors and agents, if applicable. You cannot upgrade any other components until you upgrade the

Master

in case of a major version upgrade.

Upgrade Screen

â€‹

Navigation

â€‹

Select the

Health Monitoring

icon present at the top of the screen in Motadata AIOps. Select the

Upgrade

tab. The Motadata AIOps Upgrade screen is displayed.

Upgrade Screen Fields

â€‹

Agents Tab

â€‹

The following fields are available on the Agents tab:

Field

Description

Agents

Indicates the hostname of the agent.

Type

Specifies the type of each agent, whether Linux based or Windows based.

IP

Indicates the IP address of the agent.

Version

Indicates the current version of the agent, providing a reference for upgrade compatibility.

Comptability

Indicates the compatibility status of the agent.

Last Action Status

Indicates the status of the last performed action on the agent.

Upgrade State

Indicates the current state of the upgrade process for the agent, indicating whether it is ready for an upgrade or if an upgrade is in progress.

Understanding these fields is crucial for navigating the upgrade screen and effectively managing the upgrade process in Motadata AIOps.

Page Title: ubuntu20to24

On this page

Upgrade Guide for Ubuntu 20 to Ubuntu 24

Prerequisites

â€‹

As part of the upgrade process, ensure that the

libpcap0.8-dev

package is installed to avoid any issues in Ubuntu 24.04. Run the following command to install the package:

```
sudo apt install libpcap0.8-dev
```

Ensure you have a internet connection.

Next, Follow these steps to upgrade your system from Ubuntu 20 to Ubuntu 24.

Step 1: Update System and Prepare for Upgrade

â€‹

Run the following commands:

```
sudo apt-get update ; apt-get -f install -y ; apt-get upgrade -y ; apt-get dist-upgrade -y ;
```

This will ensure your system is up-to-date and ready for the next steps.

Step 2: Reboot the System

â€‹

After the updates are complete, reboot your system to apply the changes.

```
sudo reboot
```

Step 3: Upgrade from Ubuntu 20 to Ubuntu 22

â€‹

Run the following command:

```
if [[ $(lsb_release -rs) == 20.04 ]]; then do-release-upgrade; else echo -e "\n*****\nYour current version is not Ubuntu 20.04. Please run this command only in Ubuntu 20.04\n*****\n"; fi
```

After the upgrade process completes, the system will prompt you to reboot. Make sure to reboot as instructed.

Step 4: Upgrade from Ubuntu 22 to Ubuntu 24

â€œ

Once your system is running Ubuntu 22, you can now upgrade to Ubuntu 24. Check your version and proceed with the upgrade using the following command:

```
if [[ $(lsb_release -rs) == 22.04 ]]; then do-release-upgrade; else echo -e "\n*****\nYour current version is not Ubuntu 22.04. Please run this command only in Ubuntu 22.04\n*****\n"; fi
```

After the upgrade to Ubuntu 24 is complete, reboot the system as prompted.

Your system is now successfully upgraded to Ubuntu 24.

Page Title: upgrade8011

On this page

Upgrade Guide: Version 8.0.11

Latest Motadata AIOps Installation Links

â€‹

Motadata AIOps

Link

Ubuntu 24.04 (.iso)

Download

Ubuntu 24.04 (.ova)

Download

RHEL 9.4 (.tar)

Download

Latest MotaAgent Installation Links

â€‹

Operating System

Version

Link

Ubuntu

14, 16, 18, 20, 22, 24

Download

RHEL & CentOS

7, 8, 9

Download

Windows

Client OS 8 or Server OS 2012

Download

Windows

Client OS 10, 11 or Server OS 2016, 2019, 2022

Download

IBM-AIX

7.x

Download

Upgrade Patches for 8.0.11

â€‹

Operating System

Link

Ubuntu/RHEL

Download

Agent Upgrade Patches for 8.0.11

â€‹

Operating System

Version

Link

Ubuntu

14

Download

Ubuntu

16

Download

Ubuntu

18

Download

Ubuntu

20

Download

Ubuntu

22

Download

Ubuntu

24

Download

RHEL

7, 8, 9

Download

Windows

Client OS 8 or Server OS 2012

Download

Windows

Client OS 10, 11 or Server OS 2016, 2019, 2022

Download

Prerequisites for upgrading DB server

â€œ

Take a VM Snapshot/Backup

: Before proceeding with the upgrade, ensure you take a VM snapshot or backup of all servers.

Contact Motadata

: If the AIOPS version is 8.0.4 or below, please contact the Engineering team for assistance with the upgrade.

Free Disk Space

: Ensure at least 60% free disk space on the

/motadata

partition to perform the patch. (Very Important)

Disk IOPS Verification

: Verify that the disk IOPS are greater than 250 Mbps before starting the server using the following command:

sudo

dd

if

=

/dev/mapper/vg0-motadata

of

=

test1.img

bs

=

1G

count

=

1

oflag

=

dsync

Upgrade Steps (Master, Database, Collector)

â€œ

note

Kindly refer

Upgrade Guide

in case you need to upgrade Ubuntu 20 to Ubuntu 24.

Take a VM Snapshot/Backup

: Before proceeding with the upgrade, ensure you take a VM snapshot or backup of all servers.

Stop Motadata Services

: Stop the motadata services for the Observer server, Primary server, Secondary server, Database server, and Collectors.

service

motadata stop

Download AIOPS_UPGRADE.zip

: Download and place the

AIOPS_UPGRADE.zip

file in the

/motadata

directory on all servers.

Unzip the Upgrade Patch

:

unzip

AIOPS_UPGRADE.zip

Run the Upgrade Script

:

After unzipping the patch, run the upgrade script:

sudo

./aiops-upgrade.sh

note

If the application and database are on the same server, proceed directly to

Step 7

. Otherwise, follow

Step 6

first, and then move on to

Step 7

.

Master App Server Patch

:

Start the motadata service for the master application server.

Wait for the patch to be applied.

Verify the patch application by checking the patch-related logs.

Ensure the GUI screen for the master server is accessible.

Final Steps

:

Start the motadata service for the database server.

Start the motadata service for each collector, one by one.

Verify that data is visible on the monitoring screen.

Agent Upgrade (Ubuntu, Windows, RHEL/CentOS)

â€œ

Download MOTADATA-MANAGER_UPGRADE.zip

: Download the agent file from the above link and Upload the file on the Agent upgrade screen.

Run Compatibility Check

: Click 'Run Compatibility Check' and then click on 'Upgrade Now' for the agent that need to be upgraded.

Wait for few moments

: Kindly wait for a few moments for the upgrade to be completed.

Download the Agent Upgrade Zip

: Download the appropriate agent upgrade zip from the above link corresponding to the OS version of your system.

Run Compatibility Check

: Click 'Run Compatibility Check' and then click on 'Upgrade Now' for the agent that need to be upgraded.

Page Title: upgrade809

On this page

Upgrade Guide: Version 8.0.9

Latest Motadata AIOps Installation Links

â€‹

Motadata AIOps

Link

Ubuntu 24.04 (.iso)

Download

Ubuntu 24.04 (.ova)

Download

RHEL 9.2 (.tar)

Download

Latest MotaAgent Installation Links

â€‹

Operating System

Version

Link

Ubuntu

14, 16, 18, 20, 22, 24

Download

RHEL & CentOS

7, 8

Download

Windows

Client OS 8 or Server OS 2012

Download

Windows

Client OS 10, 11 or Server OS 2016, 2019, 2022

Download

Upgrade Patches for 8.0.9

â€‹

Operating System

Link

Ubuntu/RHEL

Download

Agent Upgrade Patches for 8.0.9

â€‹

Operating System

Version

Link

Ubuntu

14

Download

Ubuntu

16

Download

Ubuntu

18

Download

Ubuntu

20

Download

Ubuntu

22

Download

Ubuntu

24

Download

RHEL

7, 8

Download

Windows

Client OS 8 or Server OS 2012

Download

Windows

Client OS 10, 11 or Server OS 2016, 2019, 2022

Download

Prerequisites for upgrading DB server

⚠

Take a VM Snapshot/Backup

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Contact Motadata

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```
sudo
```

```
dd
```

```
if
```

```
=
```

```
/dev/mapper/vg0-motadata
```

```
of
```

```
=
```

```
test1.img
```

```
bs
```

```
=
```

```
1G
```

```
count
```

```
=
```

```
1
```

```
oflag
```

```
=
```

```
dsync
```

Upgrade Steps (Master, Database, Collector)

â€œ

Take a VM Snapshot/Backup

: Before proceeding with the upgrade, ensure you take a VM snapshot or backup of all servers.

Stop Motadata Services

: Stop the motadata services for the Observer server, Primary server, Secondary server, Database server, and Collectors.

service

motadata stop

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: Download and place the

AIOPS_UPGRADE.zip

file in the

/motadata

directory on all servers.

Unzip the Upgrade Patch

:

unzip

AIOPS_UPGRADE.zip

Run the Upgrade Script

:

After unzipping the patch, run the upgrade script:

sudo

./aiops-upgrade.sh

note

If the application and database are on the same server, proceed directly to

Step 7

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Agent Upgrade (Ubuntu, Windows, RHEL/CentOS)

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Wait for few moments

: Kindly wait for a few moments for the upgrade to be completed.

Download the Agent Upgrade Zip

: Download the appropriate agent upgrade zip from the above link corresponding to the OS version of your system.

Run Compatibility Check

: Click 'Run Compatibility Check' and then click on 'Upgrade Now' for the agent that need to be upgraded.

Page Title: upgrade810

On this page

Upgrade Guide: Version 8.0.10

Latest Motadata AIOps Installation Links

â€‹

Motadata AIOps

Link

Ubuntu 24.04 (.iso)

Download

Ubuntu 24.04 (.ova)

Download

RHEL 9.4 (.tar)

Download

Latest MotaAgent Installation Links

â€‹

Operating System

Version

Link

Ubuntu

14, 16, 18, 20, 22, 24

Download

RHEL & CentOS

7, 8, 9

Download

Windows

Client OS 8 or Server OS 2012

Download

Windows

Client OS 10, 11 or Server OS 2016, 2019, 2022

Download

Upgrade Patches for 8.0.10

â€œ

Operating System

Link

Ubuntu/RHEL

Download

Agent Upgrade Patches for 8.0.10

â€œ

Operating System

Version

Link

Ubuntu

14

Download

Ubuntu

16

Download

Ubuntu

18

Download

Ubuntu

20

Download

Ubuntu

22

Download

Ubuntu

24

Download

RHEL

7, 8, 9

Download

Windows

Client OS 8 or Server OS 2012

Download

Windows

Client OS 10, 11 or Server OS 2016, 2019, 2022

Download

Prerequisites for upgrading DB server

â€œ

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```

```
if
```

```
=
```

```
/dev/mapper/vg0-motadata
```

```
of
```

```
=
```

```
test1.img
```

```
bs
```

```
=
```

```
1G
```

```
count
```

```
=
```

```
1
```

```
oflag
```

```
=
```

```
dsync
```

Upgrade Steps (Master, Database, Collector)

â€œ

note

Kindly refer

Upgrade Guide

in case you need to upgrade Ubuntu 20 to Ubuntu 24.

Take a VM Snapshot/Backup

: Before proceeding with the upgrade, ensure you take a VM snapshot or backup of all servers.

Stop Motadata Services

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:

unzip

AIOPS_UPGRADE.zip

Run the Upgrade Script

:

After unzipping the patch, run the upgrade script:

sudo

./aiops-upgrade.sh

note

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Agent Upgrade (Ubuntu, Windows, RHEL/CentOS)

â€œ

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Run Compatibility Check

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Wait for few moments

: Kindly wait for a few moments for the upgrade to be completed.

Download the Agent Upgrade Zip

: Download the appropriate agent upgrade zip from the above link corresponding to the OS version of your system.

Run Compatibility Check

: Click 'Run Compatibility Check' and then click on 'Upgrade Now' for the agent that need to be upgraded.

Page Title: upgrade812

On this page

Upgrade Guide: Version 8.0.12

Latest Motadata AIOps Installation Links

â€‹

Motadata AIOps

Link

Ubuntu 24.04 (.iso)

Download

Ubuntu 24.04 (.ova)

Download

RHEL 9.4 (.tar)

Download

Latest MotaAgent Installation Links

â€‹

Operating System

Version

Link

Ubuntu

14, 16, 18, 20, 22, 24

Download

RHEL & CentOS

7, 8, 9

Download

Windows

Client OS 8 or Server OS 2012

Download

Windows

Client OS 10, 11 or Server OS 2016, 2019, 2022

Download

IBM-AIX

7.x

Download

Upgrade Patches for 8.0.12

â€‹

Operating System

Link

Ubuntu/RHEL

Download

Agent Upgrade Patches for 8.0.12

â€‹

Operating System

Version

Link

Ubuntu

14

Download

Ubuntu

16

Download

Ubuntu

18

Download

Ubuntu

20

Download

Ubuntu

22

Download

Ubuntu

24

Download

RHEL

7, 8, 9

Download

Windows

Client OS 8 or Server OS 2012

Download

Windows

Client OS 10, 11 or Server OS 2016, 2019, 2022

Download

Prerequisites for upgrading DB server

â€œ

Take a VM Snapshot/Backup

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: Ensure at least 60% free disk space on the

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: Verify that the disk IOPS are greater than 250 Mbps before starting the server using the following command:

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bs

=

1G

count

=

1

oflag

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dsync

Upgrade Steps (Master, Database, Collector)

â€œ

note

Kindly refer

Upgrade Guide

in case you need to upgrade Ubuntu 20 to Ubuntu 24.

Take a VM Snapshot/Backup

: Before proceeding with the upgrade, ensure you take a VM snapshot or backup of all servers.

Stop Motadata Services

: Stop the motadata services for the Observer server, Primary server, Secondary server, Database server, and Collectors.

service

motadata stop

Download AIOPS_UPGRADE.zip

: Download and place the

AIOPS_UPGRADE.zip

file in the

/motadata

directory on all servers.

Unzip the Upgrade Patch

:

unzip

AIOPS_UPGRADE.zip

Run the Upgrade Script

:

After unzipping the patch, run the upgrade script:

sudo

./aiops-upgrade.sh

note

If the application and database are on the same server, proceed directly to

Step 7

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Step 6

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Step 7

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Master App Server Patch

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:

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Agent Upgrade (Ubuntu, Windows, RHEL/CentOS)

â€œ

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Run Compatibility Check

: Click 'Run Compatibility Check' and then click on 'Upgrade Now' for the agent that need to be upgraded.

Wait for few moments

: Kindly wait for a few moments for the upgrade to be completed.

Download the Agent Upgrade Zip

: Download the appropriate agent upgrade zip from the above link corresponding to the OS version of your system.

Run Compatibility Check

: Click 'Run Compatibility Check' and then click on 'Upgrade Now' for the agent that need to be upgraded.

Page Title: upgrade813

On this page

Upgrade Guide: Version 8.0.13

Latest Motadata AIOps Installation Links

â€‹

Motadata AIOps

Link

Ubuntu 24.04 (.iso)

Download

Ubuntu 24.04 (.ova)

Download

RHEL 9.4 (.tar)

Download

Latest MotaAgent Installation Links

â€‹

Operating System

Version

Link

Ubuntu

14, 16, 18, 20, 22, 24

Download

RHEL & CentOS

7, 8, 9

Download

Windows

Client OS 8 or Server OS 2012

Download

Windows

Client OS 10, 11 or Server OS 2016, 2019, 2022

Download

IBM-AIX

7.x

Download

Upgrade Patches for 8.0.13

â€‹

Operating System

Link

Ubuntu/RHEL

Download

note

Prerequisites for RHEL and Ubuntu Installations

Ensure the Motadata AIOps service is stopped before you perform these steps:

Download and extract the upgrade patch in

/motadata

directory. After the upgrade, ensure the service is not running.

Remove the

motadata/python-embedded

directory from

/motadata

.

Then, download and extract the below-mentioned file of your respective OS in

/motadata

directory.

After replace the

motadata/python-embedded

directory and start the motadata service.

Operating System

Link

Ubuntu

Download

RHEL

Download

Motadata Agent Manager Upgrade for 8.0.13

â€œ

Operating System

Version

Link

Ubuntu/RHEL/Windows

All

Download

Agent Upgrade Patches for 8.0.13

â€œ

Operating System

Version

Link

Ubuntu

14

Download

Ubuntu

16

Download

Ubuntu

18

Download

Ubuntu

20

Download

Ubuntu

22

Download

Ubuntu

24

Download

RHEL

7, 8, 9

Download

Windows

Client OS 8 or Server OS 2012

Download

Windows

Client OS 10, 11 or Server OS 2016, 2019, 2022

Download

Prerequisites for upgrading DB serverEnsure the Motadata AIOps service is not running before you perform this step.

â€œ

Take a VM Snapshot/Backup

: Before proceeding with the upgrade, ensure you take a VM snapshot or backup of all servers.

Contact Motadata

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1G

count

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dsync

Upgrade Steps (Master, Database, Collector)

â€œ

note

Kindly refer

Upgrade Guide

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motadata stop

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AIOPS_UPGRADE.zip

file in the

/motadata

directory on all servers.

Unzip the Upgrade Patch

:

unzip

AIOPS_UPGRADE.zip

Run the Upgrade Script

:

After unzipping the patch, run the upgrade script:

```
sudo
```

```
./aiops-upgrade.sh
```

note

If the application and database are on the same server, proceed directly to

Step 7

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Step 6

first, and then move on to

Step 7

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Master App Server Patch

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Start the motadata service for the master application server.

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Start the motadata service for each collector, one by one.

Verify that data is visible on the monitoring screen.

Agent Upgrade (Ubuntu, Windows, RHEL/CentOS)

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Run Compatibility Check

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Wait for few moments

: Kindly wait for a few moments for the upgrade to be completed.

Download the Agent Upgrade Zip

: Download the appropriate agent upgrade zip from the above link corresponding to the OS version of your system.

Run Compatibility Check

: Click 'Run Compatibility Check' and then click on 'Upgrade Now' for the agent that need to be upgraded.