

Troubleshoot Upgrade Failures

This section discusses upgrade failure cases.

Case I:

If the upgrade has failed:

Check the `Upgrade.log` file in the temporary directory where the upgrade installer is triggered, and the `%AGILIANCE_HOME%\toolbox\bin\upgradedb.log` file for more details about the causes for error(s).

If the upgrade cannot be completed:

A command prompt window will open to run the rollback process. To rollback to your pre-upgrade state, use your backup files.

1. Click 'y,' when prompted.
 - **MySQL** – The rollback will be performed seamlessly without any manual intervention.
 - **Oracle** – Once the rollback is complete, the database administrator must manually restore the database to the previous state.

Case II:

If the RiskVision Server upgrade has failed on an Oracle database due to the omission of the System User connection, and the `upgradedb.log` file does not show any errors, the database has stopped abruptly. To resolve this error, you must run the `oracle_jasper_manual.bat` and `upgradedatabaseschema` scripts.

To restore all reportuser grants:

1. Open command prompt and navigate to the `%AGILIANCE_HOME%\install\` directory.
2. Enter `oracle_jasper_manual.bat` on the command line and press **Enter**.
3. Follow the instructions that appear on the command line to successfully execute the script.

To restore the database to its original state:

1. Open command prompt window and navigate to the `%AGILIANCE_HOME%\install\toolbox\bin\` directory.
2. Enter `upgradedatabaseschema.cmd` on the command line and press **Enter** to successfully execute the script.

Case III

There have been cases in which the RiskVision Server upgrade appears to have worked successfully, but Tomcat displays the following error:

```
*****  
The server is expecting the database version [Expected Version No.]. But the current database version is [Current Version No.]  
*****05-07 00:49:11.385||localhost-startStop-1|57089024|?|VersionCheckUtil - See the  
Administrator's Guide for instructions on how to upgrade the database.
```

In this case, the problem is that there is not enough memory being allocated to Tomcat on the user's environment and the memory space must be increased.

To increase the memory space:

1. Close all RiskVision and Tomcat services.
2. Navigate to the `C:\Server\install\toolbox\bin` folder.
3. Open the `ajava.cmd` file.
4. Increase the `spaceSize` using the following code:

```
echo this is 64 bit JVM
"%JAVA%" -Xms1024M -Xmx4096M -XX:MaxMetaspaceSize=512m -Djava.util.Arrays.useLegacyMergeSort=true %*
) else (
echo this is not 64 bit JVM
"%JAVA%" -Xms256M -Xmx1536M -XX:MaxMetaspaceSize=512m -Djava.util.Arrays.useLegacyMergeSort=true %* )
-Xmx4096M, -Xmx1536M by 8 or 6 times
```

5. Restart RiskVision.
6. Run the `upgradedatabaseschema.cmd` file in the `C:\Server\install\toolbox\bin` folder.