9.7.2 Pre and Post Installation/Update Tasks

Pre-Installation/Upgrade:

1. To use MySQL, you must install Visual C++ 2015-2022 Redistributable (x64) - 14.32.31332 before installing/upgrading to RiskVision 9.7.1.

2. Jasper Reports Server 7.9 and 8.0.3 cannot be installed on a Windows 2019 OS server. The user must install Microsoft Visual C++ 2015 Redistributable (x64) first.

Post-Installation/Upgrade:

1. Upon Installation/upgrade of RV version higher than 9.5 (Tomcat version 8.5.83 or higher), It is required to change the Tomcat service to Local System Account instead of Local Service.

2. The Jasper Report and Dashboard do not load when using JRS version 8.0 or above. Perform the following actions on Jasper's side after installing Jasper or upgrading JRS to 8.0.3

    - JASPER_HOME\apache-tomcat\bin\service.bat, the --JvmOptions should have the below prefix
        - -Djavax.xml.stream.XMLInputFactory=com.sun.xml.internal.stream.XMLInputFactoryImpl;

    - Using the executable JASPER_HOME\apache-tomcat\bin\jasperreportsTomcatw, add the below Java (JVM) option under the Java tab.
        - -Djavax.xml.stream.XMLInputFactory=com.sun.xml.internal.stream.XMLInputFactoryImpl

    - After making the above changes, restart the Jasper and RiskVision services.

3. We have created a patch that will fix the Hyperlink issue. Customers upgrading to RiskVision version 9.7.1 and using this Hyperlink feature will require a patch to get the hyperlink feature working.