

Precise v9.7.0 top issues to know before upgrade or installation

This document lists the top issues to take into consideration before performing an upgrade or installing Precise v9.7.0.

NOTE: This is a live document that is modified as new issues arise. Be sure to subscribe to this post below to receive email notifications of updates.

The issues are listed per relevant product.

General

- The upgrade to Precise 9.7.0 is available only from versions 9.6.0, 9.6.1, 9.6.2, 9.6.3, or 9.6.4.
- Before upgrading:
 - Verify that all instances and servers no longer existing are removed from Precise 9.6.0, 9.6.1, 9.6.2, 9.6.3, and 9.6.4.
 - Stop any anti-virus program running on the Precise FocalPoint server.
 - Review all documentation and steps covered in the upgrade page.
 - Execute the Precise 9.7.0 upgrade verifier utility. This utility checks, fixes, or alerts on problematic settings in the installation that must be addressed before upgrading.
 - ***If Precise is federated (or on multiple nodes)***, detach the federation and perform the upgrade individually on each node. Any action item created when detaching can be marked as done without executing. After performing the upgrade, you can reattach the nodes to one federated environment.

Remote Monitoring

- Restart the Precise focal point after an upgrade if you are using remote instances. You also must start the SQL agents after the focal point restarts.
- J2EE remote does not support:
 - the combination of Weblogic 9 and jrockit 1.5 JVM
 - Websphere with IBM Java
- After a fresh install or upgrade, you must restart the Precise GUI service before using the Custom Portal.