

# Known Problems

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## Installation

### General

#### Cannot connect to Precise

When entering a remote directory as an installation folder, the process cannot establish a connection to Precise. (QCID 282)

**Solution:** Workaround

- Change the installation folder to a local drive.

#### The selected date source is not defined as the primary node error

When trying to connect Precise to a proxy that is not defined as primary node, the error informing you that "the selected date source is not defined" will appear. (QCID 284)

**Solution:** Workaround

- Change the installation folder to the main Precise FocalPoint.

#### Clicking the “X” in the Installation Details screen does not cancel the Setup process

On the Installation Details screen, it is possible to click the “X” to close the screen and to cancel the Setup process. When checking if the Setup process is still running in the Task Manager, Setup.exe is still active. (QCID 291)

**Solution:** Workaround

- Delete the process and restart the installation process.

#### The time zone seems not to have changed

When changing the time zone in Precise Business Storage Optimizer, the change seems not to effect the presented data. (QCID 561)

**Solution:** Workaround

1. In the Precise Business Storage Optimizer, double click on **My Account** (in the top right corner of the screen).
2. Change the time zone.
3. Click **Save**.
4. Click **Back** on the right top corner of the window.
5. Sign out from the product and minimize the window.
6. Go to **Start>Settings>Control Panel>Administrative tools>Services**.
7. Restart the Precise Business Storage Optimizer process, close the windows and restart Precise Business Storage Optimizer.

#### No portlets are shown when logging in to Precise Business Storage Optimizer

After a clean install of Precise Business Storage Optimizer, entering Internet Explorer, and logging in to the Precise Business Storage Optimizer, no portlets are displayed. If there are no .jsp files in the <installation\_dir>\webapps\Precise\_Storage\_Tiering\_Simulator\jsp directory, the portlets were not deployed properly. This can be caused by slow service startup (probably caused by a slow server). (QCID 8084)

**Solution:** Workaround

1. Delete the <installation\_dir>\webapps\Precise\_Storage\_Tiering\_Simulator directory.
2. Restart the Precise Business Storage Optimizer service.
3. Wait a couple of minutes and see if the deleted directory was recreated. If not, perform steps 4-8.
4. Copy the Precise\_Storage\_Tiering\_Simulator.war file to a temporary location.
5. Delete the Precise\_Storage\_Tiering\_Simulator.war file in its original location.
6. Stop the service.
7. Copy the Precise\_Storage\_Tiering\_Simulator.war file from the temporary location to the <installation\_dir>\liferay\deploy directory and restart the service.
8. Wait a couple of minutes and try to login to the Precise Business Storage Optimizer. You should now see all portlets.

#### Unable to install Precise Business Storage Optimizer

Unable to install the Precise Business Storage Optimizer when the registry entry HKEY\_LOCAL\_MACHINE\SYSTEM\CurrentControlSet\Control\FileSystem\NtfsDisable8dot3NameCreation is set to 1, and the %temp% folder and/or the installation folder contains spaces. Due to the setting to 1, short file names cannot be created. (QCID 8337)

**Solution:** Workaround

- Set the value for the registry entry HKEY\_LOCAL\_MACHINE\SYSTEM\CurrentControlSet\Control\FileSystem\NtfsDisable8dot3NameCreation to zero.
- Restart the server.
- Restart the installer.

## Operation

### General

#### An error message is shown when starting the Precise Business Storage Optimizer

When you start Precise Business Storage Optimizer an error appears. This can be due to the following:

- You are using Windows 2008
- You are using Windows 7
- Precise Business Storage Optimizer is using a Precise environment (v9.0, v8.7, and v8.5) with Precise for SQL Server and PMDB based on MS-SQL Server 2000
- You are using an Internet Explorer version lower and version 7

(QCID 8019)

**Solution:** None

#### The Object size for Oracle instances are not shown

If the process that retrieves statistical information about the analyzed Database objects (including object size) is not enabled in your Precise environment with Precise for Oracle, the Object size in Oracle instances are not shown.

**Solution:** Workaround

Perform the following steps:

1. Open AdminPoint of your Precise environment.
2. Click **Warehouse>Processes**.
3. Select Collect Schema Changes (for Oracle).



By default this Warehouse process is disabled.

4. Click **Scheduling**.
5. Mark **Run the process in PMDB**.
6. Leave the default schedule.
7. Mark the relevant Oracle instances and click **OK**.  
Also make sure that you recently validated the object that you want to see in your database.