Troubleshooting

This topic describes problems and solutions on how to solve problems that occur during the update of Precise.

- **An error occurs when running the prepare stage on the Precise FocalPoint server**

  When an error occurs during the prepare stage on the Precise FocalPoint, you may be asked to reopen the user interface. Using the "regular" URL will result in an error. Therefore use *<precise-url>*/admin.

- **When starting the update, a message appears to uninstall Precise for Tuxedo**

  This message indicates the environments in which Precise for Tuxedo is found. Precise for Tuxedo is no longer supported in Precise version 9.6.1 and therefore it needs to be uninstalled should you decide to perform update.