RiskVision 9.6 Upgrade Checklist

# INSTRUCTIONS

Mark your selections below to confirm that the listed items meet or exceed the system requirements. Once complete, submit the form to [Resolver Support](https://support.resolver.com/hc/en-ca/articles/207930206-Resolver-Support-Contact-Information) to receive the download link for the 9.6 upgrade.

# SYSTEM REQUIREMENTS

|  |  |
| --- | --- |
| Single Server Environment | Multi-Server Environment |
| 8 x CPU Cores  16 GB System Memory | Check here if you would like assistance with hardware configuration for multi-server environments.  Oracle environments must be updated to version 12.2.0.1   * Database can be installed on any OS. |
| Minimum 100 GB **Free** Diskspace in Raid 1, 5, or 10 on database server  Supported Windows OS from list below (for application and services)  Uninterrupted Power Source (UPS) **STRONGLY** Recommended | |

# OPEN PORTS

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Server | Port | Single Server | Multi Server | Notes |
| Apache | TCP/80 |  |  | Open to the world (optional) |
| TCP/443 |  |  | Open to the world |
| Tomcat | TCP/8009 |  |  | Open to the Apache server |
| JasperReports Server | TCP/8409 |
| MySQL | TCP/3306 |  |  | Open to the Tomcat server |
| Oracle | TCP/1521 |

# REQUIRED FILES

|  |  |  |  |
| --- | --- | --- | --- |
| File | MySQL | Oracle | Source |
| riskvision.license |  |  | Support  *\* Provided after submitting this form* |
| RiskVisionApplicationServerUpgrade.exe |  |  |
| TIB\_js-jrs\_7.2\_windows\_x86\_64.exe |  |  |
| Riskvision-part1.zip |  |  |
| Riskvision-part2.zip |  |  |
| Riskvision-part3.zip |  |  |
| MinorVersionUpgradeInstaller.exe |  |  |
| jce\_policy-8.zip |  |  | [Link](http://www.oracle.com/technetwork/java/javase/downloads/jce8-download-2133166.html) |
| mysql-5.7.32-winx64.zip |  |  | [Link](https://downloads.mysql.com/archives/get/p/23/file/mysql-5.7.32-winx64.zip) |
| mysql-connector-java-5.1.39.zip |  |  | [Link](https://downloads.mysql.com/archives/get/p/3/file/mysql-connector-java-5.1.39.zip) |

Files must be copied to a temporary directory on **any** server where the database server, Apache Web Server, Tomcat Application Server, and RiskVision Job Manager are installed before running the upgrade.

# SUPPORTED SOFTWARE VERSIONS

|  |  |
| --- | --- |
| Operating System | Microsoft® Windows Server 2012 R2 Standard x64, Windows Server 2016   * *Report Server (Jasper) only supports 64-bit Windows OS* |
| Database Server | MySQL 5.7.32  Oracle (Server AND Client side) 12.2.0.1 |
| Browser Support | Microsoft Internet Explorer 11, Mozilla Firefox®, Google Chrome, and Microsoft Edge   * *Internet Explorer version 8 and Internet Explorer Compatibility mode are NOT supported* |

# PREPARING FOR AN UPGRADE

### Close the following programs on your host servers:

Services.msc (Windows Services application).

Web Browsers – including RiskVision or Agiliance.

MySQL and Oracle database sessions.

Applications accessing log files (Notepad, Word, Notepad++, etc.).

Connectors and other utilities.

### Environmental Items

Stop all services except MySQL/Oracle.

For Oracle databases, uncomment the Schema Owner and comment the Schema User in the *agiliance.properties* file.

UAC should be set to its lowest setting or disabled.

Enable EDIT Permissions on the Server installation directory (the default path is *%AGILIANCE\_HOME% or %SERVER%)*.

Run the installer as a user with Administrator privileges, or use “**Run as Administrator**.”

### Agiliance.properties Changes – If Applicable

Comment out the **com.agiliance.esapi.allowed.file.extensions** property. Revert this property after the upgrade.

If you’re upgrading from version 7.0 or 7.5 – delete the "**jasper.use.secure.connection=FALSE**" property.

# ACKNOWLEDGEMENT SUMMARY

### I/WE HAVE

Downloaded the [RiskVision 9.6 Upgrade Guide](https://resolver.box.com/v/rvupgradeguide96), or have access to the [online version](http://riskvision.knowledgeowl.com/help/riskvision-upgrade-guide).

Downloaded all applicable external installation files (MySQL, Oracle, JCE).

[Performed a complete backup of your MySQL or Oracle database and the RiskVision configuration](http://riskvision.knowledgeowl.com/help/backup-the-database-and-riskvision-configuration-back-up-the-database-and-riskvision-configuration).

Reviewed the “Preparing for an Upgrade” checklist above.

Saved a local copy of this checklist to reference prior to running the upgrade.

# CONTACT INFORMATION

**NAME:**

**ORGANIZATION:**

**EMAIL ADDRESS:**

# CUSTOMER COMMENTS