**Remediation of Error/ Exception during Upgrade IIQ8.3**

1. **Tomcat-server-Error:** Not deploying updated build files

**Resolution**: Rolename corrected to **manager** for **tomcat** user.

1. **Tomcat-deployment-error:** FAIL - Application at context path [/identityiq] could not be started

**Resolution**: make context path [/identityiq] true to enable deployment

1. **BeanCreationException:**

**Error creating bean with name 'versionChecker' defined in class path resource [configBeans.xml]:**

Setting iiq.hostname to SMWECSMIAMDVID1-console .org.springframework.beans.factory.BeanCreationException: Error creating bean with name 'versionChecker' defined in class path resource [configBeans.xml]: Invocation of init method failed; nested exception is java.lang.RuntimeException: Unable to check IdentityIQ database version: Cannot load JDBC driver class 'com.microsoft.sqlserver.jdbc.SQLServerDriver'

**Resolution**: **Once upgrade\_database\_script** has ran successfully in database. Then we should also enter the database-version for 'versionChecker' exception.

Entered the database-version='8.2-65' in db-version table

<https://community.sailpoint.com/t5/IdentityIQ-Forum/identityiq-war-8-0-deployment-is-failing/td-p/154242>

[gaurav\_jain](https://community.sailpoint.com/t5/user/viewprofilepage/user-id/610)

Vice Admiral

‎Jan 09, 2020 12:55 PM

Looks like it is not able to connect to IIQ database. Check if database info is correct in iiq.properties file.

[anilkandlakunta](https://community.sailpoint.com/t5/user/viewprofilepage/user-id/10411)

Mate

‎Jan 09, 2020 01:07 PM

Which version MySQL are you using?

we had the similar issue when we are installing 8.0 with MySQL 8.0.  then we tried with MySQL 5.7 and the installation is successful. Even though SailPoint listed MySQL 8.0 is compatible, for some reason installation is not successful.

Please try this approach if are using MySQL 8.0. and also **please check if your system version and schema version are showing 8.0**

1. **Nested exception is org.hibernate.MappingException:**

Setting iiq.hostname to SMWECSMIAMDVID1-console org.springframework.beans.factory.BeanCreationException: Error creating bean with name 'sessionFactory' defined in class path resource [hibernateBeans.xml]: Invocation of init method failed; nested exception is org.hibernate.MappingException: Could not get constructor for org.hibernate.persister.entity.SingleTableEntityPersister

**Resolution**: We have to check the mapping and entries of hibernate mapping files (.hbm.xml files) in sailpoint/object/ folder. And verify with previous files. And need to correct mapping entries.

**[8 hbm files ]**

1. **TDSParser throwUnexpectedTokenException**

Jun 25, 2023 4:00:43 AM com.microsoft.sqlserver.jdbc.TDSParser throwUnexpectedTokenException

SEVERE: ConnectionID:2 ClientConnectionId: f14eb41d-0af0-4406-8127-cf2e5e9ef054: getNextResult: Encountered unexpected unknown token (0x49)

Jun 25, 2023 4:00:43 AM com.microsoft.sqlserver.jdbc.TDSReader throwInvalidTDSToken SEVERE: ConnectionID:2 ClientConnectionId: f14eb41d-0af0-4406-8127-cf2e5e9ef054 got unexpected value in TDS response at offset:308

**Resolution**: We have to check the iiq.properties file. And add attribute *encrypt=false*; in jdbc url parameter, if db password is not encrypted.

1. **sun.security.provider.certpath.SunCertPathBuilderException**

Setting iiq.hostname to SMWECSMIAMDVID1-console

org.springframework.beans.factory.BeanCreationException: Error creating bean with name 'versionChecker' defined in class path resource [configBeans.xml]: Invocation of init method failed; nested exception is java.lang.RuntimeException: Unable to check IdentityIQ database version: Cannot create PoolableConnectionFactory (The driver could not establish a secure connection to SQL Server by using Secure Sockets Layer (SSL) encryption. Error: "sun.security.validator.ValidatorException: PKIX path building failed: sun.security.provider.certpath.SunCertPathBuilderException: unable to find valid certification path to requested target". ClientConnectionId:60669e03-750a-4a0b-bfc1-c6bd113e5e31)

**Resolution**: We have to check the iiq.properties file. And correct the values for attribute *trustServerCertificate*; if db is not using any certificate.

1. **AD-Link gets removed from identities after aggregation**

**Resolution**: We corrected the Dev-domain in user search scope.

user search scope: DC=SMWEDEV, DC=com

1. **AD account is not creating after provision request.**

And Exception came during AD-provision.

*Exception occurred while executing the RPCRequest: Errors returned from IQService. Object reference not set to an instance of an object.*

*IQService Error: Object reference not set to an instance of an object.*

**Resolution**: We have corrected the AD-OU in workflow (workflow Interactive Request Provision with retries ) and Form object (Create Active directory account).

1. **Failed to assign group member for contractor creation:**

. Failed while connecting to group CN=CN=SMWE\_Web\_Access\_Users,OU=Symantec Web Proxy,OU=ACLs,DC=SMWEDev,DC=com.

Failed to connect to the server for CN=CN=SMWE\_Web\_Access\_Users,OU=Symantec Web Proxy,OU=ACLs,DC=SMWEDev,DC=com

Account created but some attributes are not updated properly.

**Resolution**: We corrected the dev also added the correct additional group (=CN).

1. **Severe Error in Manage user password:**

The system has encountered a serious error while processing your request. Report the following incident code to your system administrator: 248345119

**Resolution**: We deleted quick\_link, which has null values.

SELECT \* FROM identityiq.spt\_quick\_link\_options WHERE quick\_link IS NULL

Begin Transaction

DELETE FROM spt\_quick\_link\_options WHERE quick\_link IS NULL

commit transaction

1. **Severe Error in manage user access:**

The system has encountered a serious error while processing your request. Report the following incident code to your system administrator: 248345122

**Resolution**: We deleted quick\_link, which has null values.

SELECT \* FROM identityiq.spt\_quick\_link\_options WHERE quick\_link IS NULL

Begin Transaction

DELETE FROM spt\_quick\_link\_options WHERE quick\_link IS NULL

commit transaction

<https://community.sailpoint.com/t5/IdentityIQ-Forum/Unable-to-Access-Manage-User-Access-Quick-link/td-p/110612>

1. **Getting error while create entitlement**

ManagedAttributeExtended.hbm.xml property isBirthright is not defined in ObjectConfig:ManagedAttribute

ManagedAttributeExtended.hbm.xml property entAppName is not defined in ObjectConfig:ManagedAttribute

ManagedAttributeExtended.hbm.xml property manualOverride is not defined in ObjectConfig:ManagedAttribute

**Resolution**: updated “object config” object : ManagedAttribute.xml (with previous object)

1. **Exception: Unable to locate column config for [accountGroupCamResourcesTableColumns]**

**Resolution**: Entry needed in UIConfig.xml file

<entry key="accountGroupCamResourcesTableColumns">

<value> <List>

<ColumnConfig headerKey="cloud\_resource\_name" dataIndex="resourceName" flex="2.25" renderer="SailPoint.grid.Util.renderToolTip" sortable="false"/>

<ColumnConfig headerKey="cloud\_resource\_access" dataIndex="actions" flex="1.0" sortable="false"/>

<ColumnConfig headerKey="cloud\_resource\_access\_path" dataIndex="policies" flex="4.0" minWidth="100" renderer="SailPoint.grid.Util.renderToolTip" sortable="false"/>

<ColumnConfig headerKey="cloud\_resource\_id" dataIndex="resourceId" flex="2.25" renderer="SailPoint.grid.Util.renderToolTip" sortable="false"/>

<ColumnConfig dataIndex="serverErrors" fieldOnly="true" property="serverErrors"/>

</List> </value> </entry>

1. **Exception: Unable to locate column config for [accountGroupCamServicesTableColumns]**

**Resolution**: Entry needed in UIConfig.xml file

<entry key="accountGroupCamServicesTableColumns">

<value> <List>

<ColumnConfig dataIndex="id" fieldOnly="true" groupProperty="id" property="id" sortProperty="id" stateId="id"/>

<ColumnConfig dataIndex="serviceName" groupProperty="serviceName" headerKey="cloud\_service\_name" hideable="true" property="serviceName" renderer="SailPoint.grid.Util.renderGridExpandoIcon" sortable="false" stateId="serviceName"/>

<ColumnConfig dataIndex="serviceType" fieldOnly="true" property="serviceType"/>

<ColumnConfig dataIndex="scopeUri" fieldOnly="true" property="scopeUri"/>

<ColumnConfig dataIndex="serverErrors" fieldOnly="true" property="serverErrors"/>

</List> </value> </entry>

1. **Exception: Unable to locate column config for [accountGroupCamScopesTableColumns]**

**Resolution**: Entry needed in UIConfig.xml file

<entry key="accountGroupCamScopesTableColumns">

<value> <List>

<ColumnConfig dataIndex="uri" fieldOnly="true" groupProperty="uri" property="uri" stateId="uri"/>

<ColumnConfig dataIndex="displayName" groupProperty="displayName" headerKey="cloud\_scope\_name" property="displayName" renderer="SailPoint.grid.Util.renderFakeLinkWithTtip" sortable="false" stateId="displayName"/>

</List> </value> </entry>

….