

# Data Collector will not start after upgrade to UIM 7.6

## Symptoms

The error, "Use of the executeUpdate(String) method is not supported on this type of statement." is found in the uptime.log file during the time of the upgrade. This error will also appear each time you attempt to start the Uptime Data Collector service.

## Solutions

Please choose from the following solutions based on the platform used by your Uptime Infrastructure Manager Datastore.

### Upgrading to Uptime 7.6 with a MS SQL datastore

There is a known issue upgrading to Uptime 7.6 from all supported versions of up.time, 7.4.0, 7.5.0 build 19, and 7.5.0 build 22. This issue can be verified by checking for the error, "Use of the executeUpdate(String) method is not supported on this type of statement." in the uptime.log file during the time of the upgrade and the error will also appear each time you attempt to start the Uptime Data Collector service.

To resolve, please perform the following steps. Each .sql file mentioned is attached to this article. Please see this document for starting and stopping the services: <http://docs.uptimesoftware.com/x/z4BF>

1. stop the up.time Data Collector and up.time Controller services (or uptime\_core and uptime\_controller on Linux)
2. execute the SQL statements contained in revert75.sql in the MS SQL Uptime database
3. try starting the up.time Data Collector service again. It will fail but will have performed some necessary upgrade steps
4. run the SQL statements contained in uptime76\_patch\_mssql\_1\_alter.sql
5. once the statements from uptime76\_patch\_mssql\_1\_alter.sql are complete, run the statements in uptime76\_patch\_mssql\_2\_update.sql
6. start the up.time Data Collector and up.time Controller services (or uptime\_core and uptime\_controller on Linux)

Uptime should start properly now.

### Upgrading to Uptime Uptime 7.6 from up.time 7.5 build 19 with a MySQL datastore

There is an issue upgrading to Uptime 7.6 from up.time 7.5 build 19 using a MySQL datastore but upgrades from up.time 7.4 and up.time 7.5 build 22 should complete successfully. To resolve the issue experienced with up.time 7.5 build 19, perform the following steps. Each .sql file mentioned is attached to this article. Please see this document for starting and stopping the services: <http://docs.uptimesoftware.com/x/z4BF>

1. stop the up.time Data Collector and up.time Controller services (or uptime\_core and uptime\_controller on Linux)
2. open the MySQL client
3. cd <uptime\_dir>  
  
`mysql\bin\mysql -uuptime puptime -P3308 --protocol=tcp -A uptime`
4. execute the SQL statements contained in revert75.sql in the MySQL client
5. start the up.time Data Collector and up.time Controller services (or uptime\_core and uptime\_controller on Linux)

Uptime should start properly now.

### Upgrading to Uptime 7.6 with a Oracle datastore

A similar issue to the one seen with MS SQL datastores exists with Oracle datastores. This issue affects all supported up.time versions upgrading to Uptime 7.6. To resolve, perform the following steps. Each .sql file mentioned is attached to this article. Please see this document for starting and stopping the services: <http://docs.uptimesoftware.com/x/z4BF>

1. stop the up.time Data Collector and up.time Controller services (or uptime\_core and uptime\_controller on Linux)
2. execute the SQL statements contained in revert75.sql in the Oracle Uptime database
3. try starting the up.time Data Collector service again. It will fail but will have performed some necessary upgrade steps
4. run the SQL statements contained in uptime76\_patch\_oracle.sql
5. start the up.time Data Collector and up.time Controller services (or uptime\_core and uptime\_controller on Linux)

Uptime should start properly now.

## Attachment

[Uptime7\\_6\\_scripts.zip](#)