

# I can't see any data from AIP web interface

## Problem

After upgrade JIRA and AIP (especially Assets and Inventory Plugin 1.10.5 to 2.x version), AIP does not display any inventories.

## Diagnosis

Atlassian `activeobjects` generates different table names for different versions of AIP which causes problem. Actually, there is no data loss, but the table name change.



### A customer's issue

"I upgrade JIRA to JIRA Software 7.0 and your plugin Inventory to 2.4.8. After that i can't see any data from web interface. In mysql DB they are. What i can do ?"

## Cause

Atlassian provides `activeobjects` to support database operations. And each add-on may have their own tables starting with some unique prefixes. For Assets and Inventory Plugin, it is supposed to be **AO\_23ADAF\_**.

In some clients, also tables with **AO\_C5D949\_** or **AO\_CA2219\_** prefixes may exist. We raised [an issue](#) to Atlassian for this problem.

## Resolution

There should be a couple AIP tables with different starting names.

The solution is to change all **AO\_C5D949\_JIP** or **AO\_CA2219\_JIP** starting tables with **AO\_23ADAF\_JIP**.

Here are steps to fix the problem:



Please make sure that you have backed up database before doing this operation.

1. There should be tables start with **AO\_23ADAF\_JIP** which is right
2. There should also be some tables start with **AO\_C5D949\_JIP** or **AO\_CA2219\_JIP** which is wrong, but these tables have rows in them.
3. Please make sure that **AO\_CA2219\_JIP\_** or **AO\_C5D949\_JIP** tables have rows in them, and **AO\_23ADAF\_JIP\_** tables are empty.
4. Drop all **AO\_23ADAF\_JIP\_** tables
5. Rename **AO\_CA2219\_JIP\_** or **AO\_C5D949\_JIP** tables to **AO\_23ADAF\_JIP\_**