

# Software Updates

There are 2 versions of the update instructions, the [Quick Update Instructions](#) or the [Full Update Instructions](#). If this is the first time updating the software, or if you are updating from a version before **6.0.0**, or if you just like having all the instructions right in front of you with nothing left out, see the [Full Update Instructions](#).

There is also [Professional Installation or Update Service](#) available.

## Full Update Instructions

These instructions are *smart instructions*: When you first view the instructions, you will enter in the product and version you are updating *from*. It will then generate a set of instructions specific to that product and version, only showing the steps necessary for that *update path* and skipping anything that does not apply, such as any steps for updating older versions than you already have.

We highly recommend using these instructions as they are much more thorough and include every step you might need. As long as you follow every single step in the instructions, you should have a smooth update.

### Full Update Instructions

## Quick Update Instructions

These instructions are great for anyone that is already familiar with the update process, to use as a "checklist" so nothing is forgotten. These instructions are short and to the point, and may be hard to follow if you are not familiar with the update process. If one of these steps is not clear to you, we recommend sticking to the [full update instructions](#) until you are familiar with the update process.

<tip c w>**Compatibility:** If you are updating from a version **before 6.0.0**, use the [Complete Update Instructions](#).</tip>

1. Turn your site "off": In the admin panel, at [Site Setup > General Settings](#) change the setting [Site On/Off Switch](#) to **off** and save the changes. <
2. Turn Geo cache off (if currently turned on): In the admin panel, at [Site Setup > Cache](#) change the setting [Cache System](#) to **off** if it is currently on, and save the settings. <
3. Create a full DB backup, and a full File backup. Be sure to "set aside" any built-in files that you have customized, for instance if you have replaced a built-in image with your own. <
4. Download the latest update package from the [client area](#). <
5. If your preferred downloaded package was:
  - **Wizard:** If you choose the "wizard" package, double-click on the downloaded executable file, and follow through the steps. Problems with executable [see here](#). If the wizard does not automatically start up the "web based" portion of the update script, follow step IV in the zip instructions below. <
  - **Zipped:**
    1. Un-zip the file to your PC.

2. Upload the files to your site.
3. Upload the following 3 files in BINARY MODE:  
*classes/php5\_classes/products.zend.php* ,  
*classes/php5\_classes/DataAccess.class.zend.php* , and  
*upgrade/updateFactory.zend.php*.
4. Run the update script on your site at **upgrade/index.php**.

< <

1. If you have purchased any addons, download the latest version of the addon from the client area and upload them to your addons directory. See the applicable installation instructions for each addon for more info on how to do that. <
2. Restore any custom files if they were over-written. These are the custom files you "put aside" in step 3.<tip c w>**Warning:** Do NOT attempt to do this with a PHP file, where you keep using the same old PHP file in newer versions. Instead if you have made PHP modifications, re-apply your modifications to the new PHP file in the new version.</tip> <
3. Go to [Addons > Manage Addons](#) and update any addons that need updating. When updating, be sure to read any messages given in case special instructions for updating are needed. <
4. Turn your site "on": In the admin panel, at [Site Setup > General Settings](#) change the setting [Site On/Off Switch](#) to **on** and save the changes. <
5. If you wish, turn Geo cache "on": In the admin panel, at [Site Setup > Cache](#) change the setting [Cache System](#) to **on**, and save the settings. <
6. Delete the **upgrade/** directory if you have not already. <

<tip c n>**Note:** If you have *custom system, module, or addon templates*<sup>1)</sup>, don't forget to check to see if adjustments are required for your update! See [Geo Updates & Customized Templates](#) for instructions and tips to help you do this.</tip>

## What is "Over Written" in an Update?

Are you worried you will have to re-apply your settings? Or wondering if your site design will be reset when you update? Below we answer some of the most asked questions about what an update will affect.

<tip c n>**Note:** Everything mentioned in this section is assuming you are following the [Quick Update Instructions](#) above or the [Complete Update Instructions](#). If you skip any of the steps, such as the ones for backing things up, this information may not apply to you. </tip>

When you update, the following is a short list of what people tend to worry the most about, when asking the question of what is or is not changed. This is not a complete list, just the list of things people ask about most often.

<tip c w>**Warning:** The following is true most of the time, but there are *special cases*, the most notable from if you are updating from a version before 3.1.0. In such special cases, when you use the [Complete Update Instructions](#), it will tell you about them specific to the product and version you are updating from. Those *special cases* are most likely to occur in feature releases where we tend to make the most changes in order to add new features to the software. We will also make note of those types of changes in the [Release Notes](#), and will usually mention it in the [forum post](#) for the new release. </tip>

## What is or is not Changed

- **[Not Changed]** : Most existing settings set in the admin panel<sup>2)</sup>
- **[Sometimes Changed]** : BETA settings<sup>3)</sup>
- **[Not Changed]** : Existing Users
- **[Not Changed]** : Existing user groups/price plans, and category specific pricing.
- **[Not Changed]** : Categories & any category specific settings.
- **[Not Changed]** : Existing Listings are left intact
- **[Not Changed]** : Existing Module settings<sup>4)</sup>
- **[Not Changed]** : Extra Page contents under [Pages Management > Extra Pages](#)
- **[Not Changed]** : Logged In/Out HTML Module Contents as set in admin panel.
- **[Not Changed]** : Existing text placed within the "mainbody" of the system. Any extra languages or translations to the text within the system is not changed. But note that almost every version update adds new new text to the system. This new text is added to all languages currently in the system but is not translated within any "non-English" languages. You may need to go through the language export to find any added text and translate it there. Any new text added to the system will be at the end of the export.
- **[Changed]** : Template **files** in the **default template set** under `geo_templates/` directory. This will not be an issue if you did not overwrite any of the files in the default template set, like it instructs in this user manual.
- **[Not Changed]** : Template **files** in a **custom template set** under `geo_templates/` directory. <sup>5)</sup>
- **[Changed]** : **Images** in the **default template set** under `geo_templates/` directory. This will not be an issue if you did not overwrite any of the files in the default template set, like it instructs in this user manual.
- **[Not Changed]** : **Images** in a **custom template set** under `geo_templates/` directory.
- **[Changed]** : PHP files<sup>6)</sup>

For anything not in that list, the general **rule of thumb** is this: If it is a **file**, it will most likely get **over-written** in an update. If it is something you **change in the admin panel**, it will most likely **not change** in an update.

## Troubleshooting

### Progress data in database is corrupt error message

**Problem:** When running the update, you get the following error displayed:

```
Internal Critical Error (265):Progress data in database is corrupt (entries in `geodesic_upgrade_progress` do not match upgrades array). Please contact Geodesic Support.
```

**Explanation:** This can happen if the previous update was never finished fully, if the person that did the update did not click "finish" after the updates were run. Basically what happened is that the previous *update progress* was never cleared, so when you try to run the new update, even though it is some time later, the update progress from the last update is still there and it does not match up with the updates that need to be run.

**Solution:**

**In 4.1.2 and above:** In your browser, go to **[upgrade/index.php?resetProgress=1](http://example.com/upgrade/index.php?resetProgress=1)** - for example, if the software was installed at the location example.com, the URL you would go to is <http://example.com/upgrade/index.php?resetProgress=1>.

Or, remove the tables **geodesic\_upgrade\_progress** and **geodesic\_upgrade\_queries** using PHPMyAdmin.

1)

This is not typical, which is why it is not part of the quick update instructions, or even the full update instructions. If you have customized system, module, or addon templates, you should know already, this is just a reminder.

2)

Note that there may be **new** settings you may need to attend to, but for the most part your existing settings will not be altered in an update. Also note that sometimes settings just go away, for instance if one feature is replaced by another, which can happen in feature releases.

3)

Beta settings are *beta* for a reason. Any beta setting may become obsolete or not used any more, or we may move the setting to a "normal" page and keep the existing setting. If you use any of the beta settings, be sure to check the release notes as we will usually make a note of it when something like that happens.

4)

But note that there are sometimes new modules added.

5)

While they are not changed, if you have customized module or system templates, see [Geo Updates & Customized Templates](#) about update procedures we recommend following in such a case.

6)

If you have customized any PHP files, those customizations **will be over-written** any time you update the software. That is why we encourage developers to use the [addon system](#) so that no changes are needed to the "core PHP files" and updates are a lot easier because of it.

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