

UPDATING WHMCS

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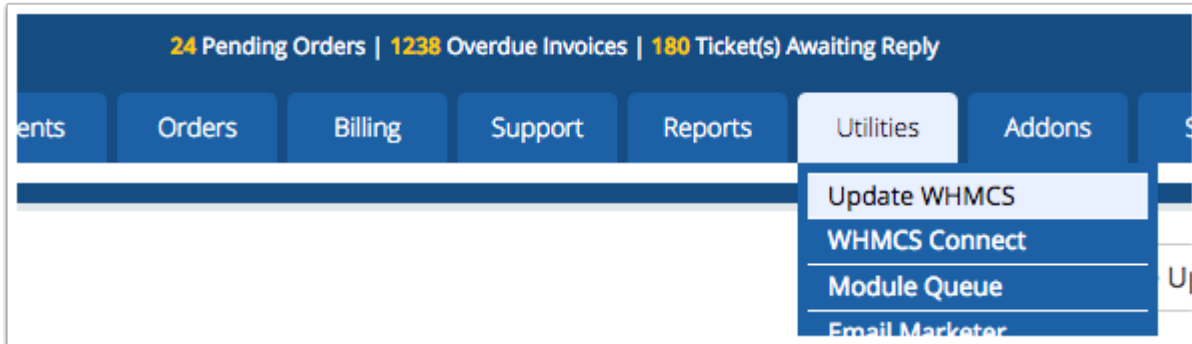
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Automatic Updates

Checking for an update

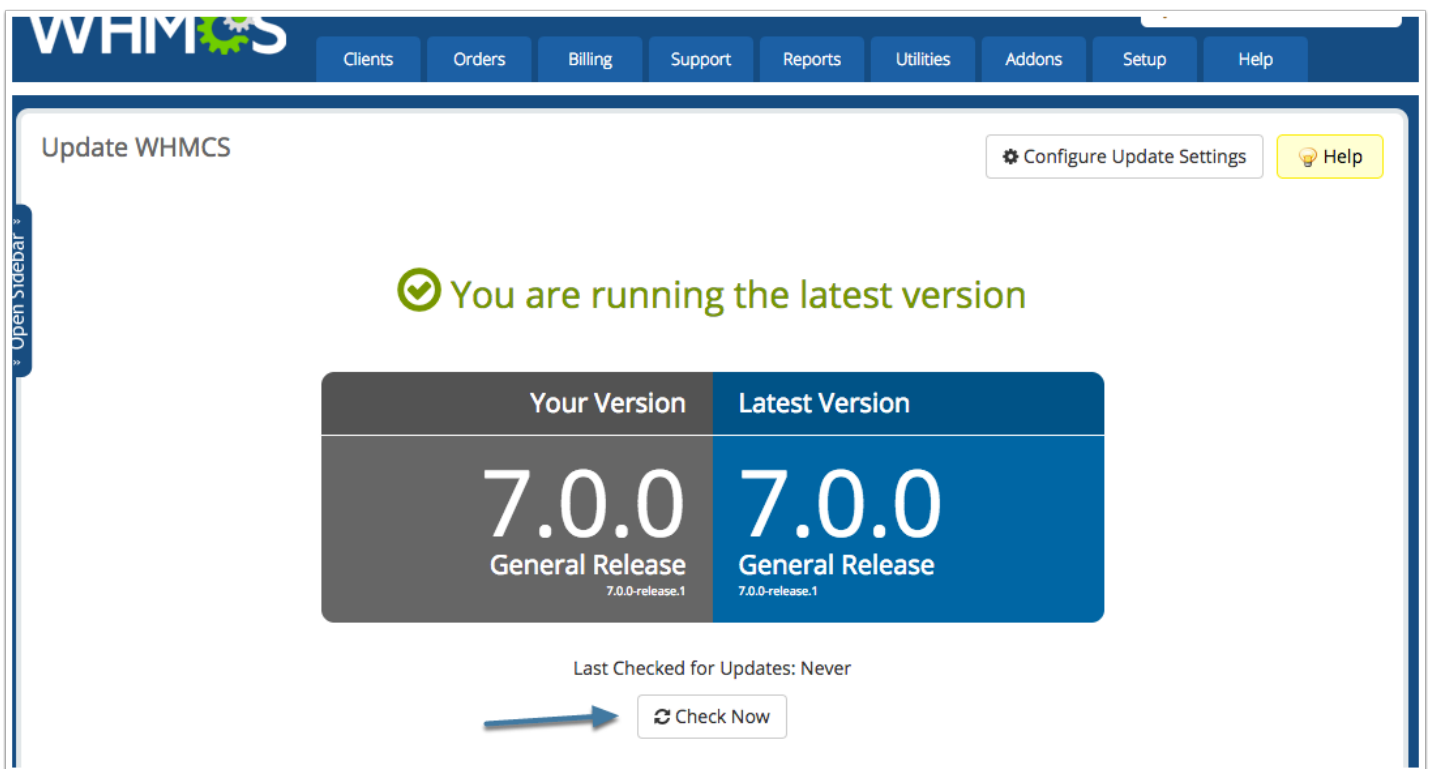
Updates are automatically checked for periodically.

To check for an update outside of that, navigate to Utilities > Update WHMCS.



Check for Updates

Click the Check Now button located below the version information.



Checking for updates may take a few seconds. Once complete, if a new update is available, you will see the display update with a notification, links to the Release Notes (which we strongly recommend you read prior to updating) and Changelog for the new version as well as the new version number.

WHMCS

ClientsOrdersBillingSupportReportsUtilitiesAddonsSetupHelp

Update WHMCS

Configure Update SettingsHelp

Open Sidebar

An update is available

Update Now

Release Notes

Changelog

Your Version	Latest Version
7.0.0 General Release 7.0.0-release.1	7.1.0 General Release 7.1.0-release.1

Last Checked for Updates: just now

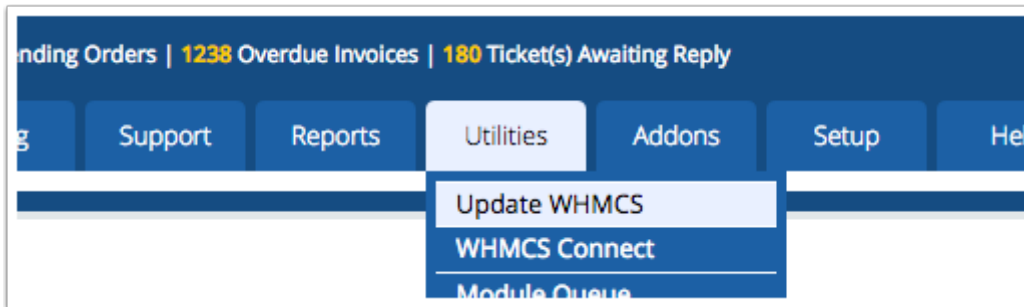
Important Note: The update check will only look for a new version matching the update channel you have selected in your Update Settings. Be sure you have set this correctly.

Configuring your Desired Update Channel

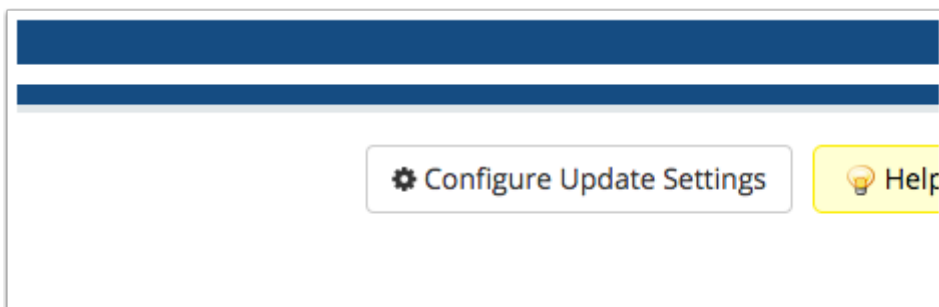
The update channel provides control over which updated you are notified about and are installed upon request by the [Automatic Updater](#).

Follow these steps to change the release types the automatic updater will check for:

Navigate to Utilities > Update WHMCS.



Select the Configure Update Settings located towards the top right of the page.



Choose your desired Update Channel.

Configure Update Settings

Update Channel
This setting allows you to choose the updates you receive.

- ☒ **Stable - Recommended for Production Use**
- ☐ **Release Candidate -**
- ☐ **Beta - Use for testing and development only**
- ☐ **Current Version - Restricts to maintenance updates for the currently installed version (7.1)**

Temporary Path
The temporary path is used for staging files during an update. It is recommended that this directory be located outside the public doc root.

✔ Ok The temporary path that is set exists and can be written to.

Maintenance Message
The message to display to users while an update is in progress.

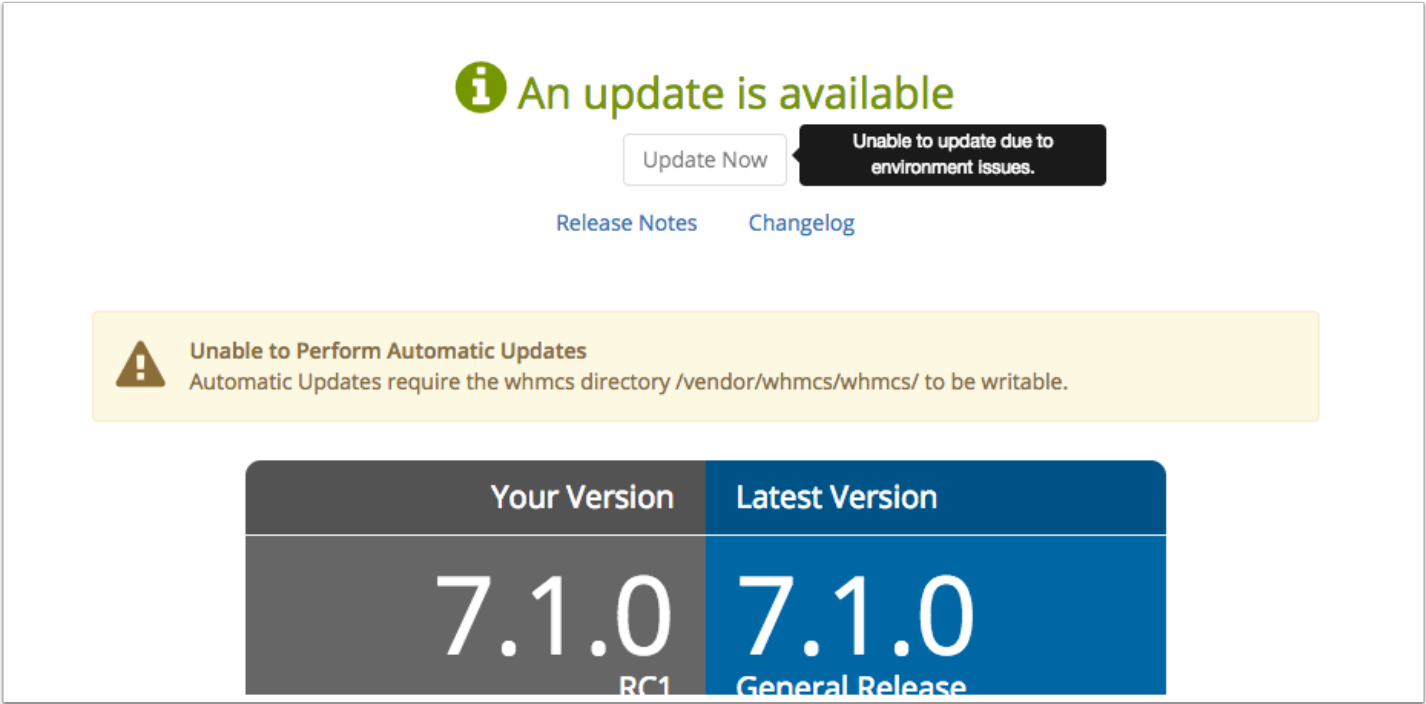
For most users, we recommend choosing the **Stable** channel which will only apply Stable updates to your installation.

Channel	Description
Stable	Recommended for most installations of WHMCS, the Stable channel will track the latest stable version that has been released.
Release Candidate	The Release Candidate channel will allow you to receive releases after beta testing but before they are released to the Stable tier.
Beta	The Beta release channel will allow you to receive the very latest versions of WHMCS. This tier should only be selected for development and test based installations.
Current Version	This channel will restrict you to only receiving maintenance updates for the major/minor version that is currently installed. For example if the installed version of WHMCS is 7.0.0-GA, admins will be offered upgrades to 7.0.1-GA and 7.0.2-GA, but not 7.1.0.

Click **Save Changes** to complete the process.

How to resolve Unable to Perform Automatic Updates

If when visiting the Automatic Updater you find the Update Now button is disabled, this indicates an environment issue is preventing updates from being possible.



Possible Causes

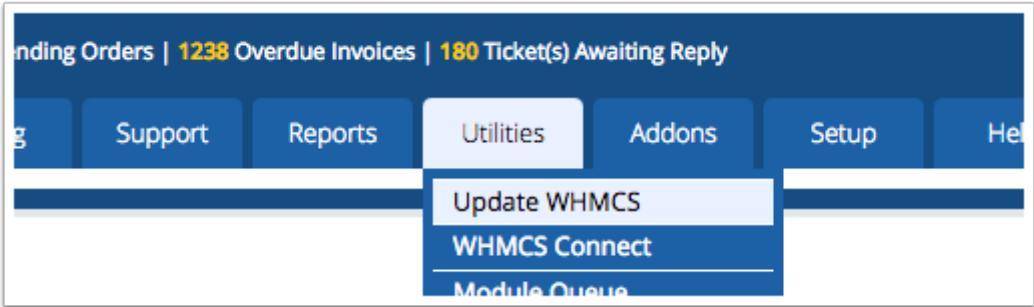
The possible causes are as follows:

Message	Solution
Automatic Updates require the whmcs directory /vendor/whmcs/whmcs/ to be writable.	Create the directory /vendor/whmcs/whmcs/ within your WHMCS installation and ensure it has full read/write permissions.
You do not currently have a path configured for temporary storage of files during updates. You will not be able to perform an update until one is set.	Create a directory outside of the public folder tree that can be used to store temporary files during the update process. Ensure it has full read/write permissions and then provide the full path to it inside the Configure Update Settings dialog accessible from the Updater page.

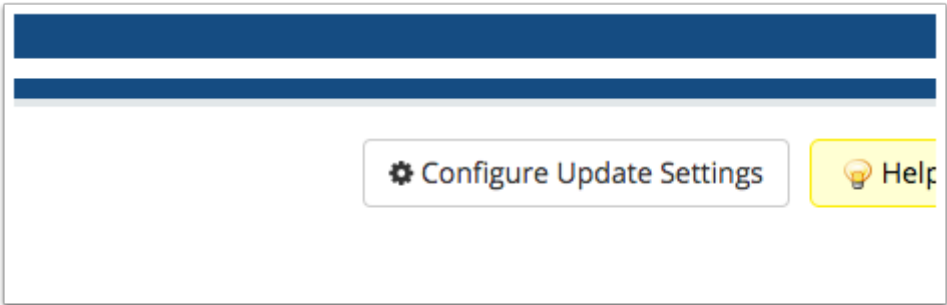
Message	Solution
Automatic Updates require the allow_url_fopen setting to be enabled in your PHP configuration.	Enable the allow_url_fopen function within the PHP configuration of your server.
Automatic Updates require the Zip module or proc_open function to be available in PHP.	Recompile PHP with the Zip extension, or enable the proc_open function within the PHP configuration of your server.
Automatic Updates require the following PHP functions to be enabled: xxxxx	Remove the listed functions from the disabled functions list within the PHP configuration of your server.
Automatic Updates require at least 128MB of available memory allocated to the PHP process. Your current PHP memory_limit setting is lower than this. To update, please increase the memory_limit within your PHP configuration to 128MB or higher.	Increase the PHP memory_limit setting to at least 128MB within the PHP configuration for your server.

Configuring your Update Maintenance Message

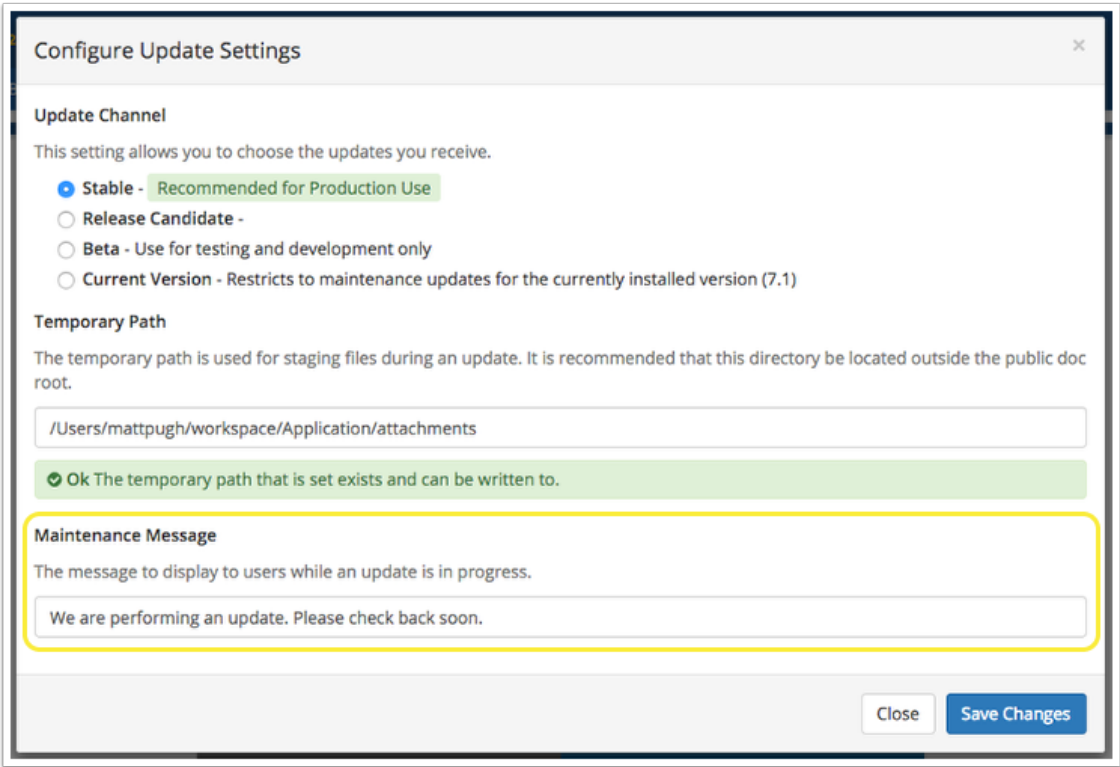
Navigate to Utilities > Update WHMCS.



Select the Configure Update Settings located towards the top right of the page.



Edit the Maintenance Message field value as you desire.



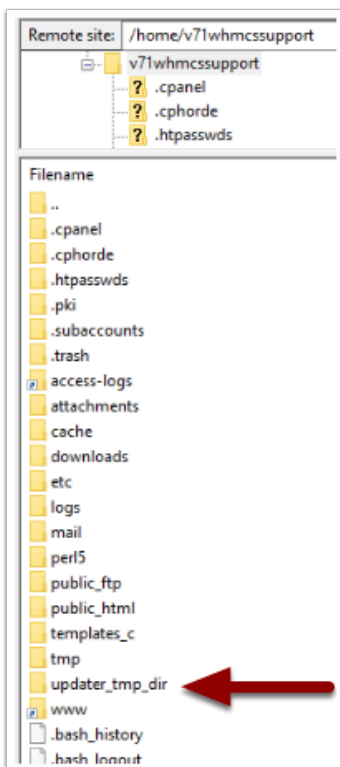
Click Save Changes to complete the process.

Configuring the Temporary Path

A temporary path is required for staging of files during an update. It will not be possible to perform an automatic update until a writeable location is specified:

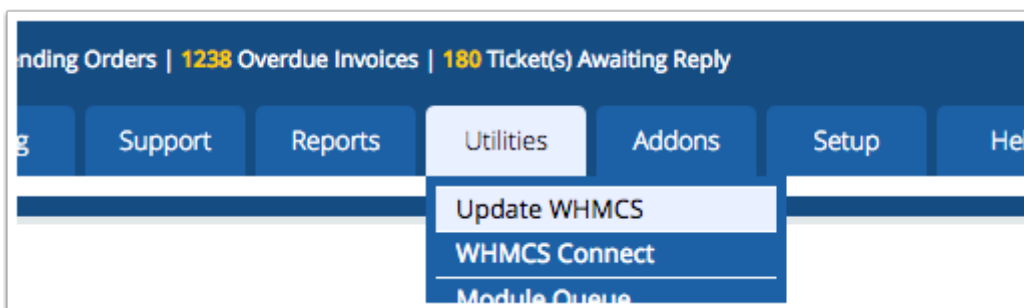
Begin by creating a directory on your server. Do this using your preferred FTP client or file manager. The temporary directory should be:

- Located outside the public doc root (similar to the attachments, downloads and templates_c directories)
- Writeable by the user running PHP
- There are no restrictions on the directory name, we suggest something descriptive (eg. updater_tmp_dir)

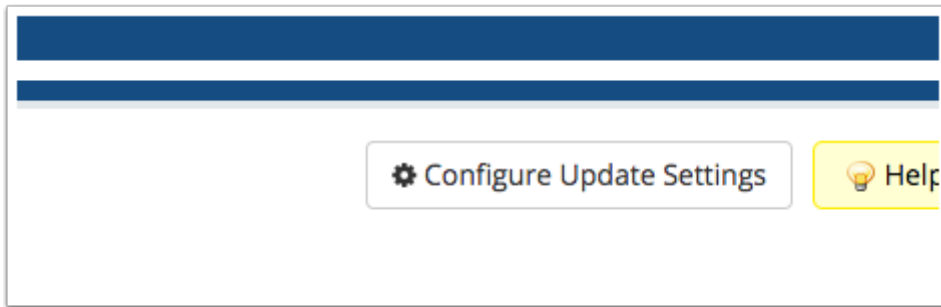


Make a note of the absolute path to the newly created directory.

Navigate to Utilities > Update WHMCS



Select the Configure Update Settings located towards the top right of the page.



Enter the absolute path to the newly created directory into the Temporary Path field (eg. `/home/v71whmcssupport/updater_tmp_dir`).

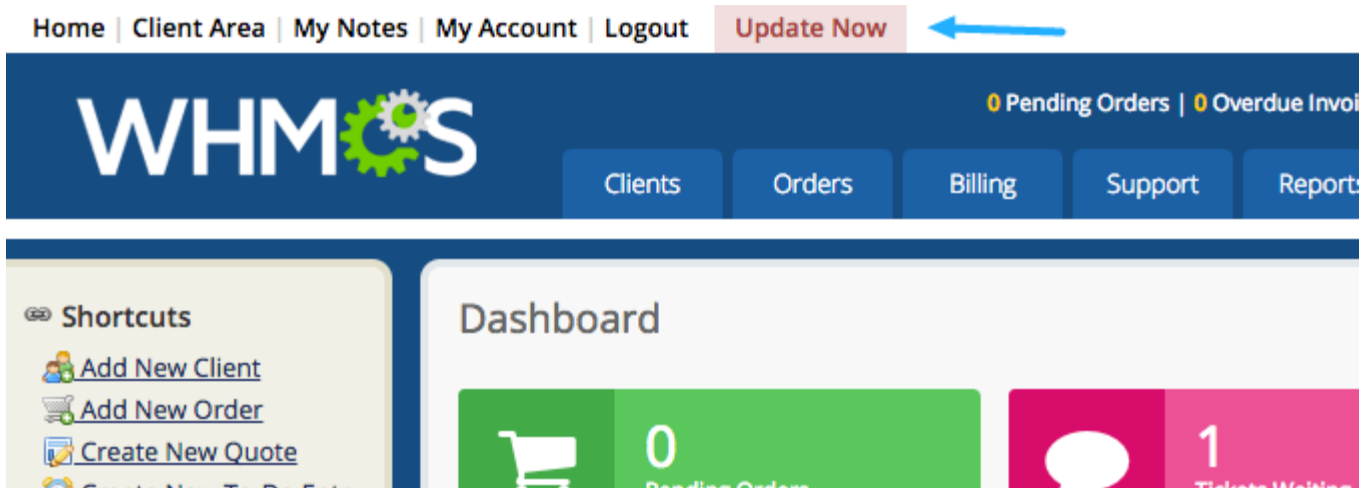
A screenshot of a 'Configure Update Settings' dialog box. The dialog has a title bar with a close button. It contains several sections: 'Update Channel' with radio buttons for 'Stable - Recommended for Production Use' (selected), 'Release Candidate', 'Beta', and 'Current Version'; 'Temporary Path' with a text input field containing '/home/v71whmcssupport/updater_tmp_dir' and a green success message below it; and 'Maintenance Message' with a text input field containing 'We are performing an update. Please check back soon.' At the bottom right are 'Close' and 'Save Changes' buttons. A red rectangle highlights the 'Temporary Path' section.

Click Save Changes to complete the process.

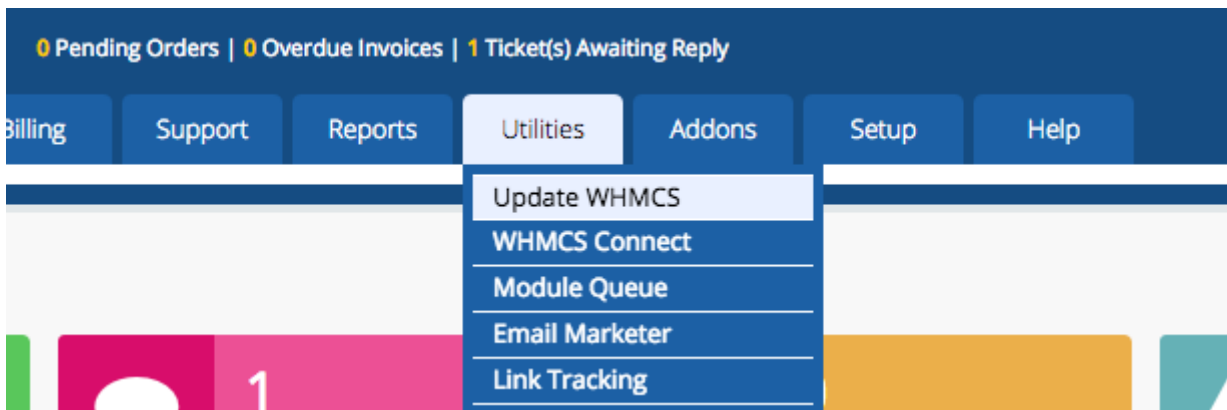
Perform an update using the Automatic Updater

WHMCS automatically checks for new updates at least once per day.

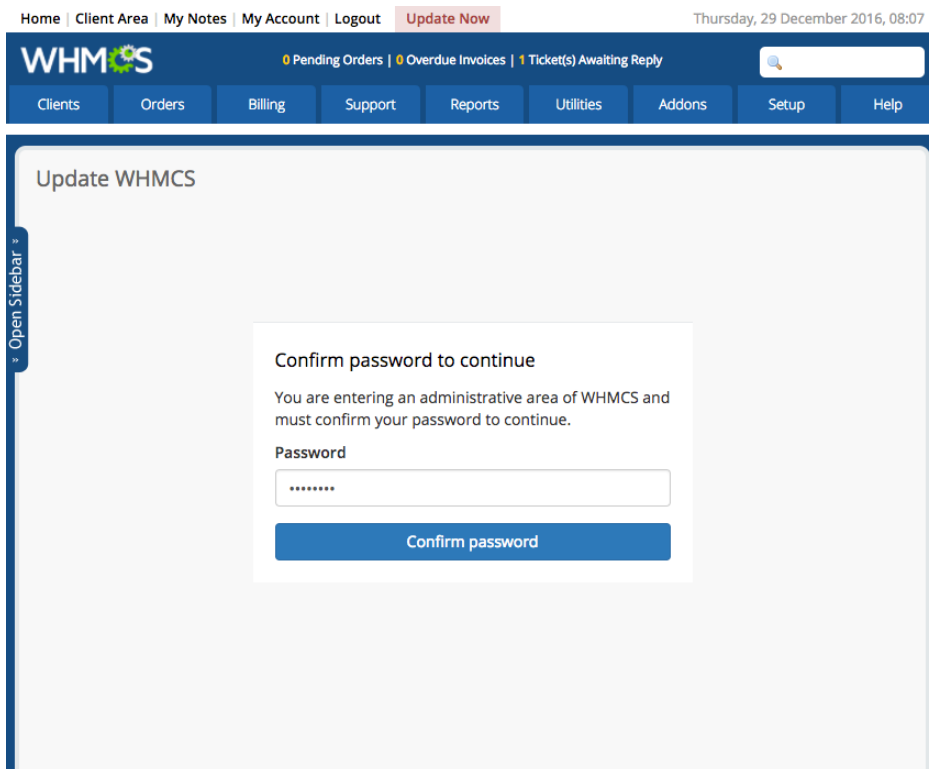
When an update becomes available, a notification will appear as in the screenshot below. Click on this to visit the updater.



Alternatively, if you want to check for an update on demand, navigate to Utilities > Update WHMCS.

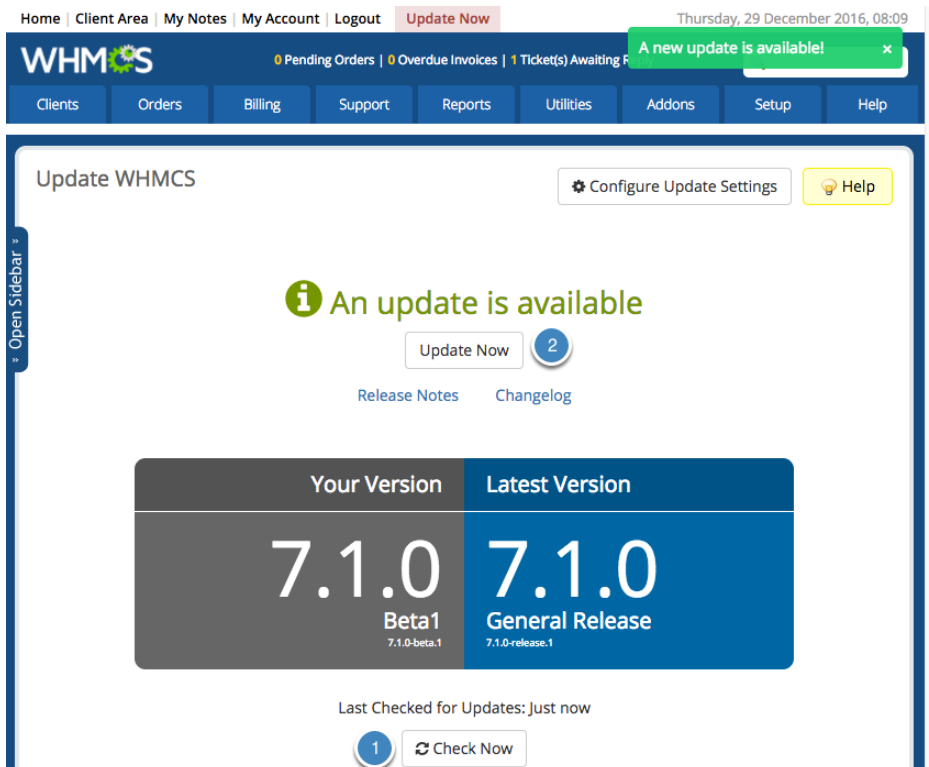


You will be prompted to enter your administrator password to confirm you are authorized to perform updates.



To check for updates, click the Check Now (1) button indicated below.

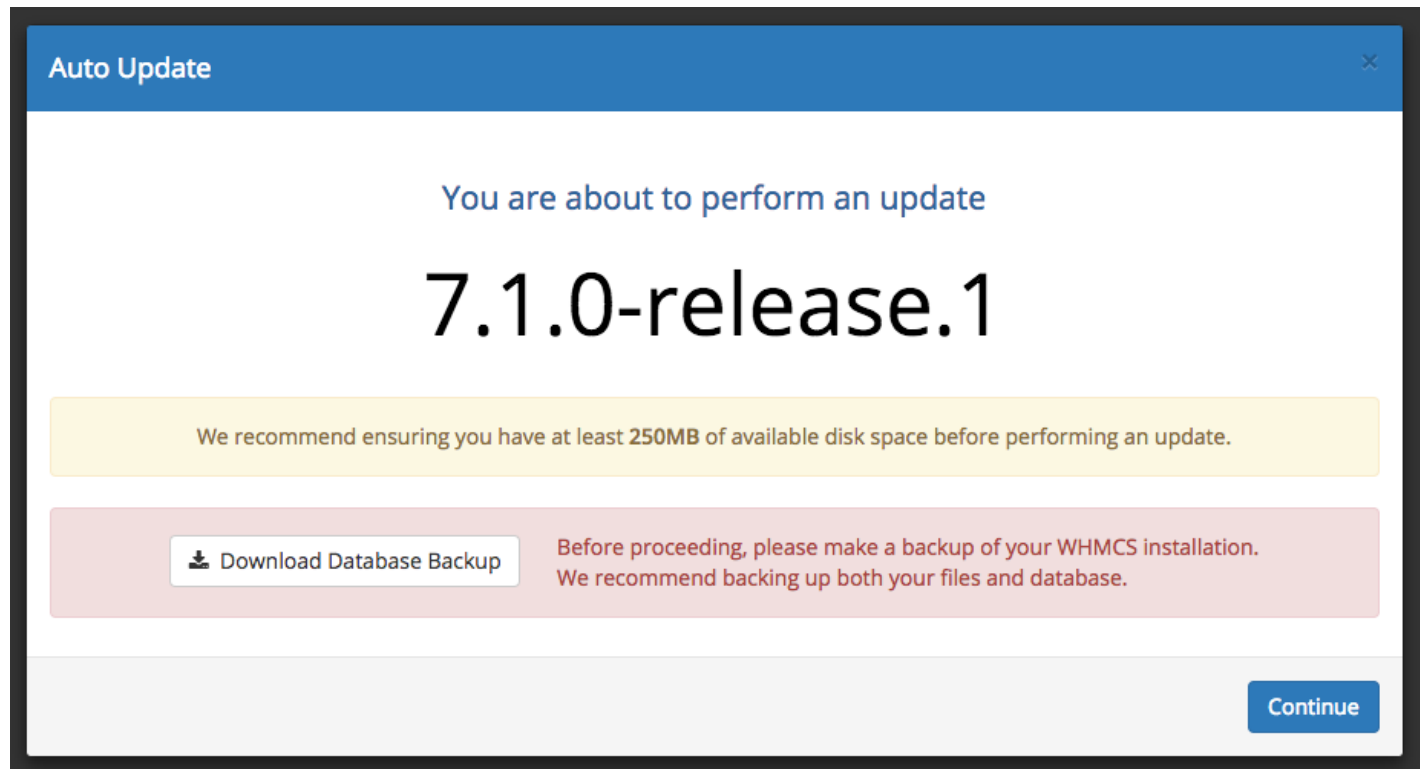
Checking if a new update is available will take a few seconds to complete, and if one is available, you will see a notification like the one below.



To begin the update process, click the Update Now (2) button as indicated above.

Step 1 - Make a backup

Confirm the version you are updating to and make a backup of your installation before continuing.

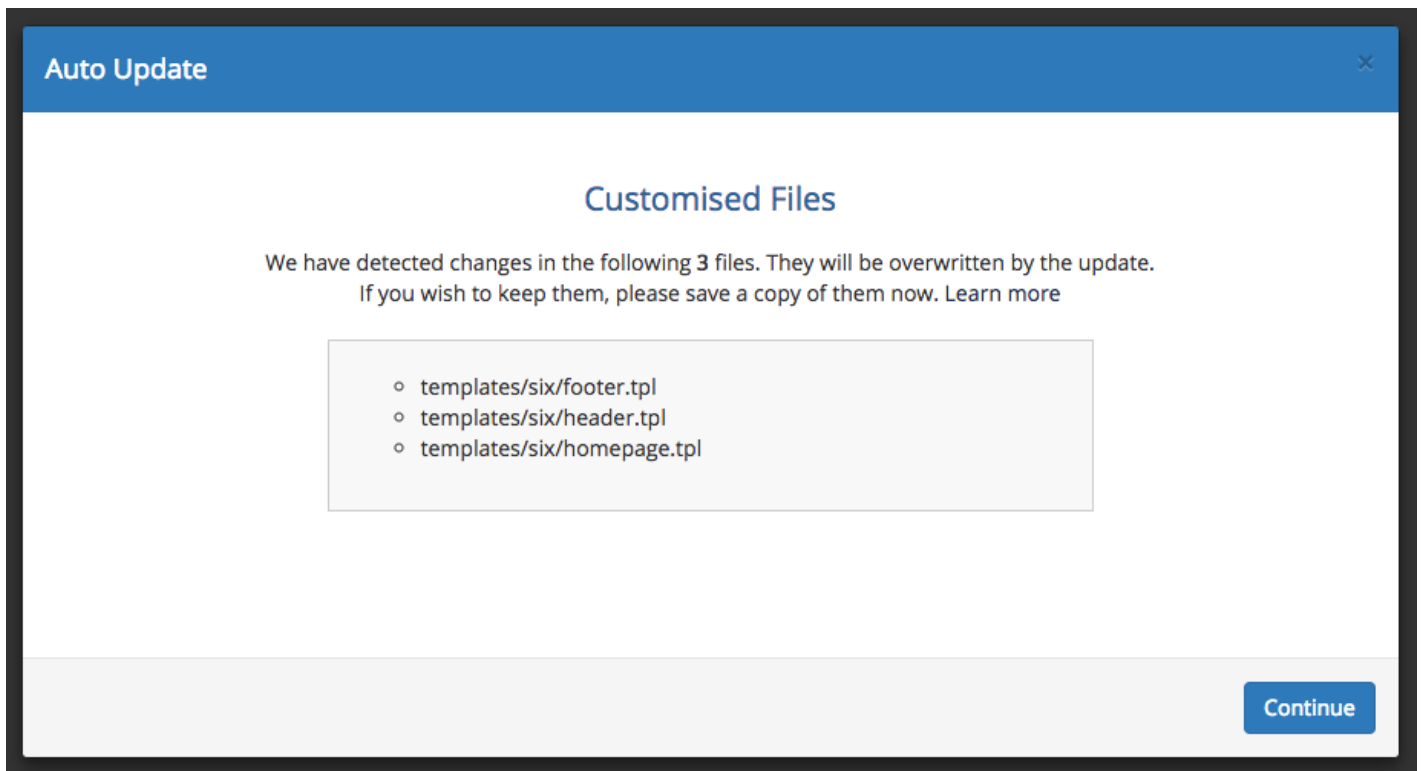


Step 2 - Customised files notice

If you have customised any core files, WHMCS will notify you that they are about to be overwritten by the update.

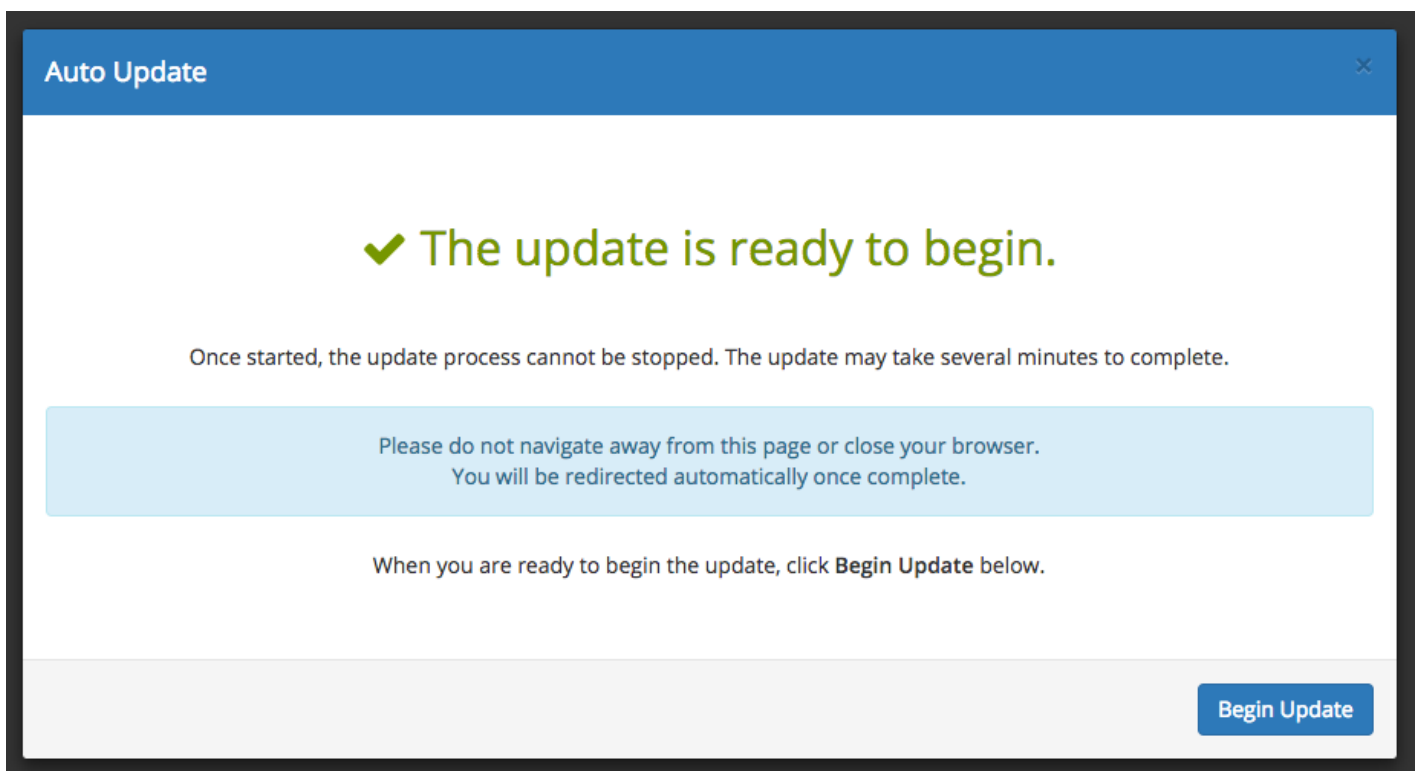
This is your last chance to take a copy of them.

Note: You should not make customisations to the default template files, always instead first making a copy to apply your customisations to. If you do that, you will not see this notice. For more information, please refer to <http://developers.whmcs.com/themes/getting-started/>



Step 3 - Begin update

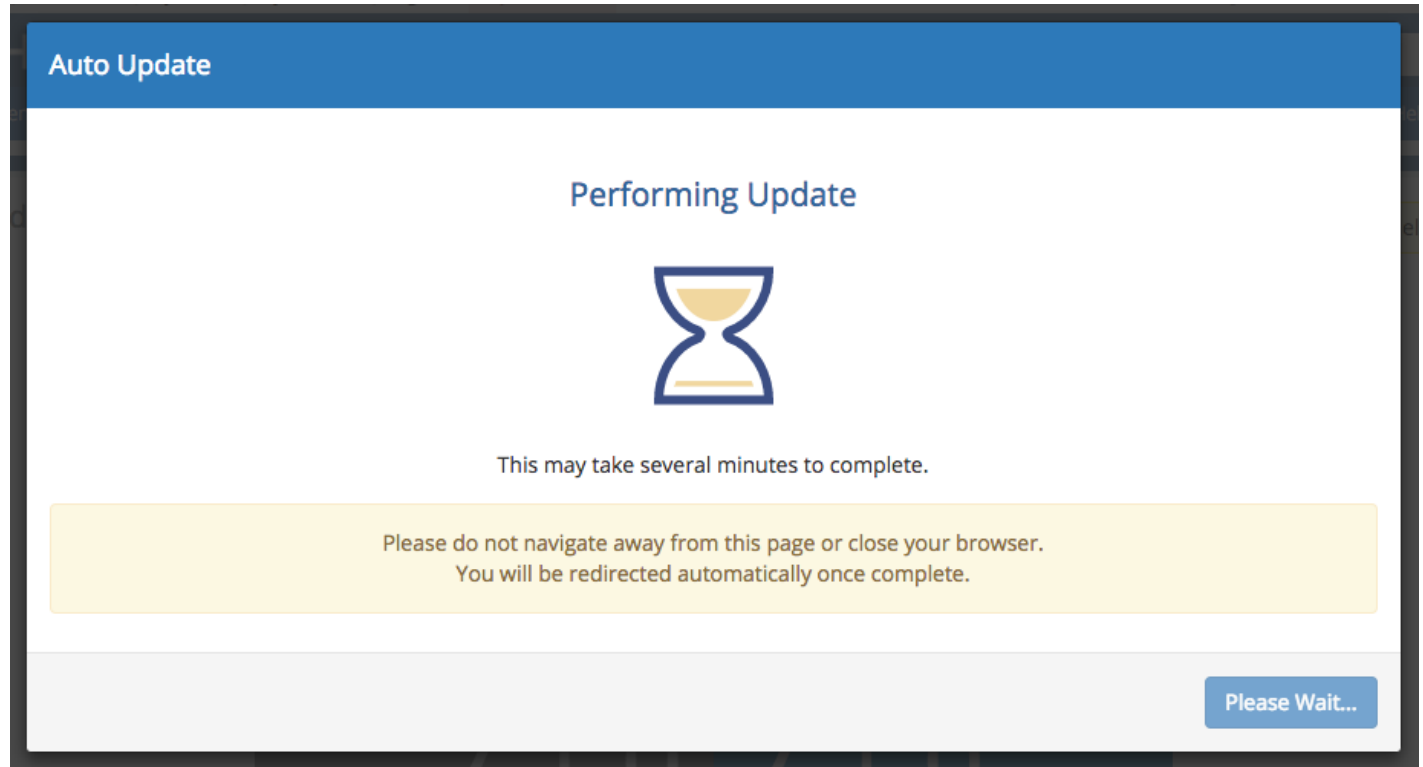
Confirm you are ready to perform the update and click Begin Update.



Step 4 - Update

The update process typically takes between 20 and 60 seconds.

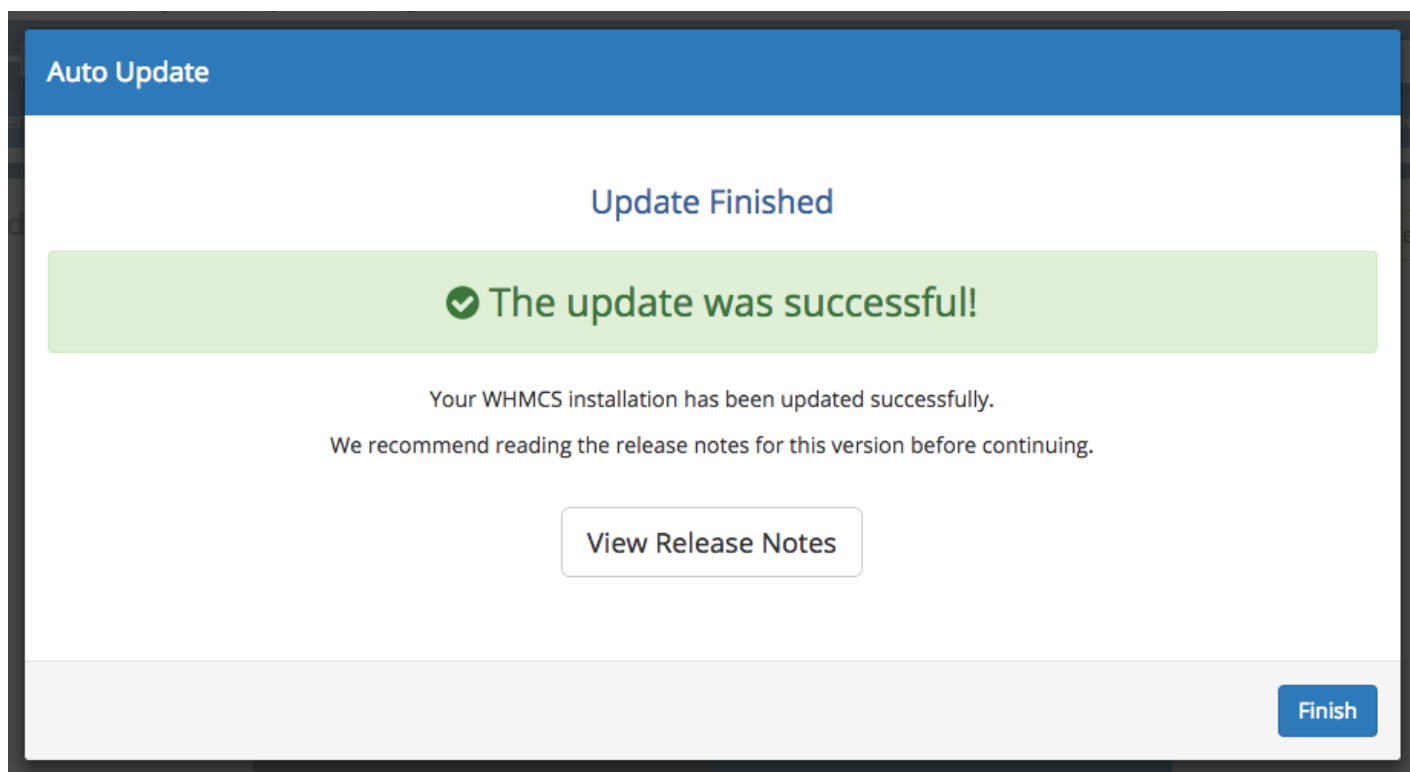
Wait while the update process completes.



Step 5 - Update Completed

Once the update is completed, you will see the following success confirmation.

We strongly encourage you to visit and read the release notes for the new version using the button provided.



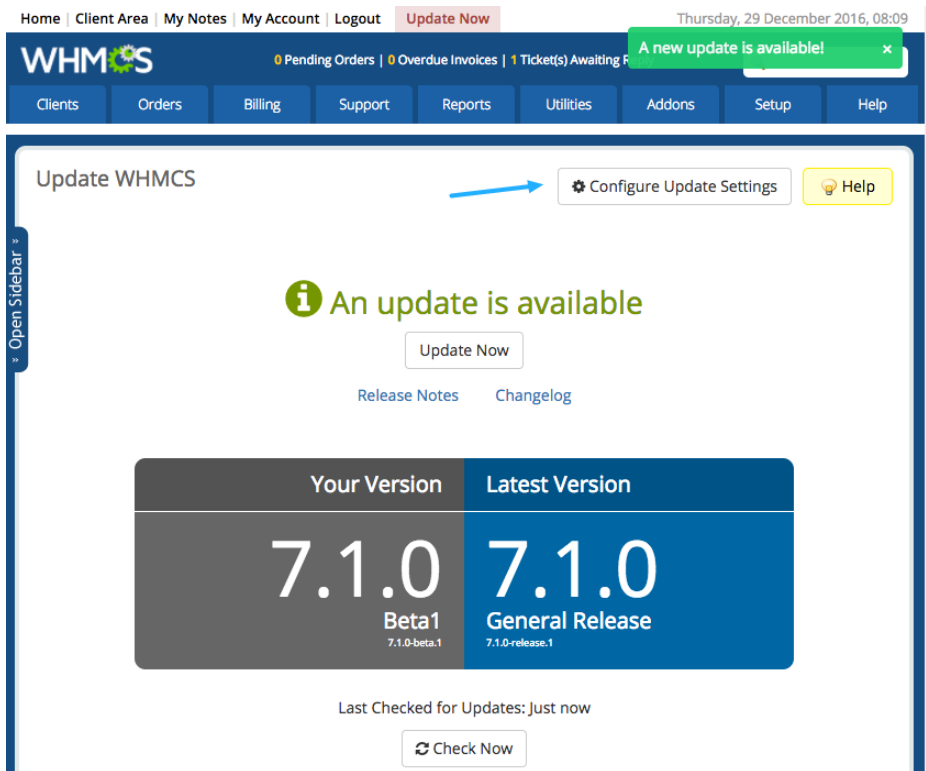
Click Finish to complete the process.

If the Update process fails to complete successfully, please refer to [Automatic Update Failed: Identifying the problem](#)

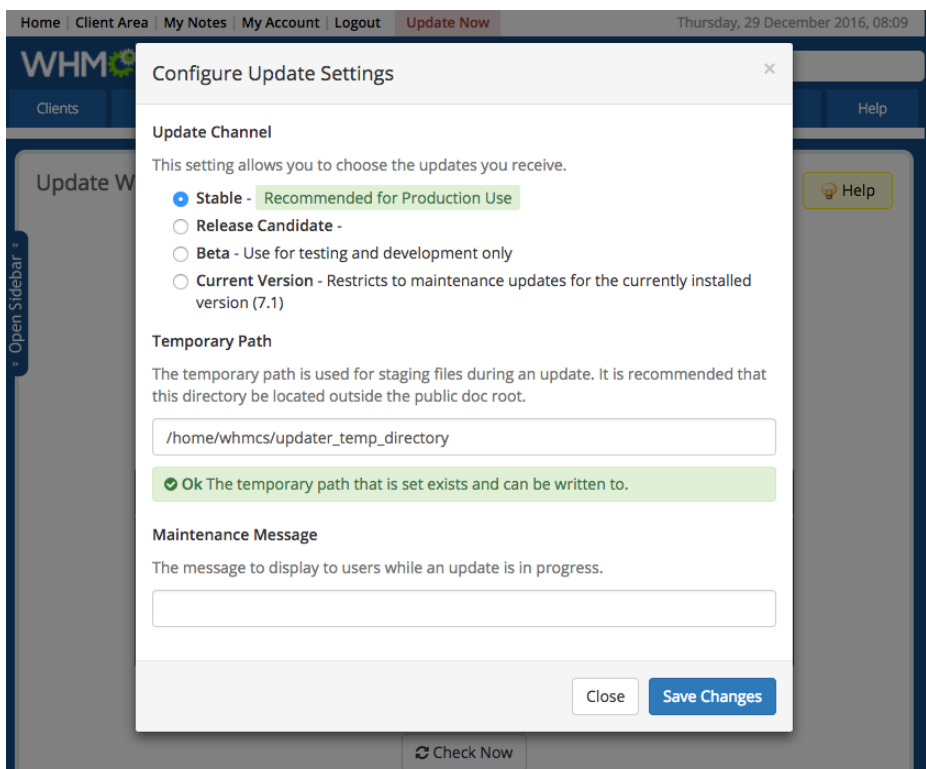
No new update available

If the check returns that no new updates are available and you know there should be, you need to check your Update Settings.

Click the Configure Update Settings button.



Ensure the correct channel is selected - for production use we recommend the Stable channel.



Click Save Changes.

A check for updates using the new setting will be performed automatically.

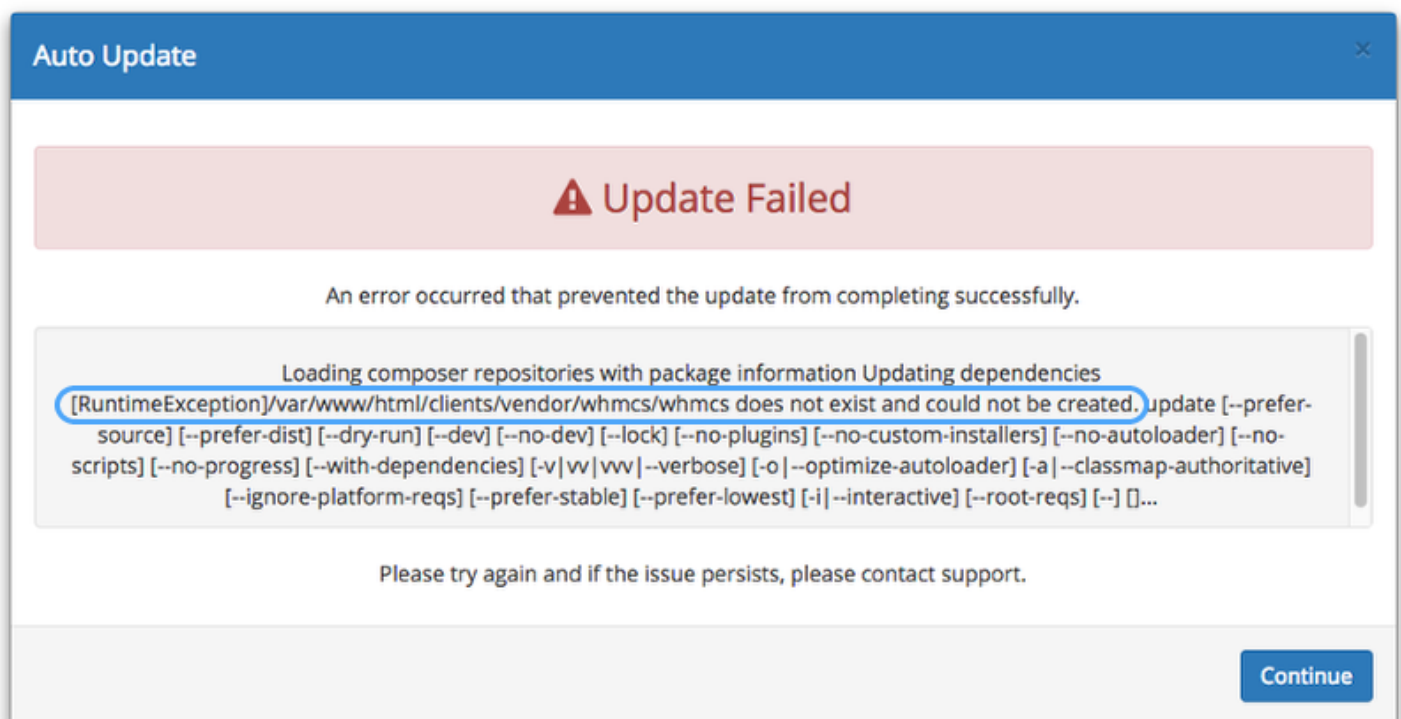
Troubleshooting

Automatic Update Failed: Identifying the problem

You attempted to perform an automatic update but it failed and showed an error message such as the one below.

Identify the error

The output here can seem overwhelming at first, but it needn't be. The only bit you need to be interested in is the error message immediately following the [RuntimeException] label (highlighted below).



In our case here, the error is saying a directory didn't exist and couldn't be created - this is a permissions related error.

Common errors and their resolutions

The following are the most common causes of automatic update failures and their solutions.

Permissions related issues

By far the most common issue for automatic updates is lack of permissions.

A permissions error can be indicated by any of the following error messages:

- [RuntimeException] /path/to/directory does not exist and could not be created
- [RuntimeException] Could not delete /path/to/file.php
- [ErrorException] mkdir(): Permission denied
- [ErrorException] file_put_contents(/path/to/file): failed to open stream: Permission Denied
- [WHMCS\Exception] Unable to copy /path/to/file.php to /path/to/file.php.

All of the above indicate that there is a permissions issue preventing the WHMCS Automatic Update application from being able to write to or delete files from the WHMCS directory.

For automatic updates to be successful, the web user under which the WHMCS application is running must have full read and write access to the WHMCS installation directory.

Other common errors and problems

Error Message	Solution
[ErrorException] ZipArchive::extractTo(/path/to/file.php): failed to open stream: Disk quota exceeded update	This indicates that you have exceeded the available disk space for your web hosting account. Increase the disk space allowance and then try again.
[ErrorException] chmod() has been disabled for security reasons	This indicates the chmod() PHP function is in the disable_functions list of the PHP configuration.
[RuntimeException] /path/to/directory does not exist and could not be created	In addition to the permission error outlined in the previous section, this error could also be caused by insufficient free disk space. Please ensure that at-least 250MB disk space is available before performing an update.

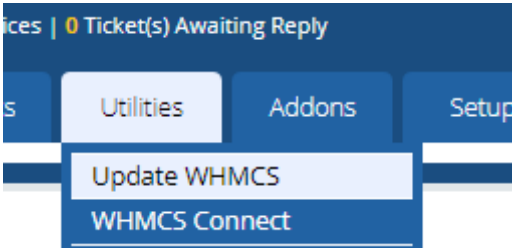
Troubleshooting a Check for Updates Failed Error

This page explains how to resolve the following error in your Utilities > Logs > Activity Log during the daily automation tasks:

Check for Updates Failed: Unable to connect to the WHMCS Update Server. Please try again later or contact support.

Set a Temporary Update Path

Begin by navigating to Utilities > Update WHMCS

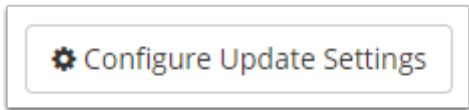


The following warning is displayed:



Warning You do not currently have a path configured for temporary storage of files during updates. You will not be able to perform an update until one is set. To resolve this now, [click here](#).

Click the *Configure Uprate Settings* button in the top-right corner



In the pop-up modal which appears, use the Temporary Path field to specify a writeable directory which WHMCS can use for temporary auto-update files:

Temporary Path

The temporary path is used for staging files during an update. It is recommended that this directory be located outside the public doc root.

/home/whmcs/whmcsupdatetmpath

If a suitable directory does not exist already, you will need to create one.

Click *Save Changes*

The warning message will now disappear, indicating the problem is resolved.

More guidance on setting a temporary update path can be found at:

- https://docs.whmcs.com/Automatic_Updater#Setting_a_Temporary_Update_Path

Check Network Connectivity

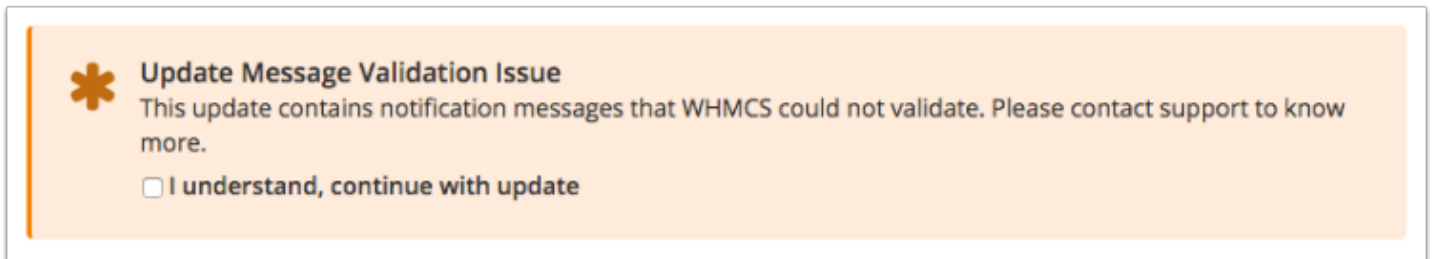
If the issue persists after setting a valid temporary update path directory, refer to this link for advanced troubleshooting:

- https://docs.whmcs.com/Automatic_Updater#Setting_a_Temporary_Update_Path

Troubleshooting an Update Message Validation Issue Error

An Update Message Validation Issue notice may appear on the Update WHMCS page with the following message:

This update contains notification messages that WHMCS could not validate. Please contact support to know more.



Cause

The auto update tool has the ability to display important messages before initiating the update process. These are protected by a digital cryptographic signature in order to verify their authenticity.

This message indicates the cryptographic validation is failing.

There are 4 potential causes of this:

1. CA Bundles are out of date so the certificate cannot be validated
2. OpenSSL is out of date
3. A PHP configuration is causing the cryptographic validation to fail
4. A Man In the Middle Attack is being performed against your server

Troubleshooting

1. Navigate to **Utilities > Update WHMCS** and click the "Check for Updates" button.

This will cause WHMCS to re-evaluate the available updates and the cryptographic validation may be completed this time.

2. Ensure that OpenSSL is up to date on your server. Please work with your server admin/ hosting provider to make this change.

Once updated, repeat step 1 above.

3. Ensure the Root CA bundles on your server are up-to-date.

Once updated, repeat step 1 above. For more information on updating Root CA Bundles on your server, [refer to this article](#).

4. If the problem persists after performing these steps, [WHMCS support](#) can examine your PHP Info for known problematic PHP settings or if you are subject to a MITM Attack.