

System Update

System update enables you to safely and easily update your help desk via the operator panel, without needing to manually download the update or upload any files.

If your deployment is running on Docker, you must update the system using `docker-compose`.

The system update tool requires several components to function:

- The `php.ini` must be configured.
- The `disable_functions` `php.ini` directive must not be set. System update makes use of functions such as `proc_open`, `exec` and others.
- The following CLI applications must be installed on the server: `mysqldump`, `tar`. They will be searched for via the `PATH` environment variable.

If the system update tool is unable to find CLI applications itself, you can use the Configure button to specify the absolute path to each binary. For example, you could set the `tar` path to `C:\Program Files\Git\bin\tar.exe`. Leave the fields empty if you want the tool to look for the applications by itself.

If a new version is available for your license, press the Update button, confirm the popup that shows and then it will start automatically in the background.

1. Once the Update button has been pressed, an update is scheduled and will be picked up by the next run of the cron job.

It may take a minute or two before this happens so please sit tight. No changes are made to the help desk during this wait period.

2. The cron job will open a process to run the `app:update` command. The output of that process will be streamed directly to your browser window. For more information on how the internal workings of the command, see [\[redacted\]](#).
3. If the update completes successfully, the spinning icon at the bottom of the modal will change to a Continue button. When the button is pressed, the page will refresh and you'll be using the new version of SupportPro.

4. After the Continue button is pressed, the page will refresh and you'll be using the new version of SupportPro.

The update command tries it's best to identify failure scenarios via pre-flight checks. In the unfortunate event that the update fails to complete successfully, manual intervention is required to rectify the situation. A full backup of your help desk is always created before any changes are made to the files within the installation directory. See [REDACTED] [REDACTED] for details on how to safely restore your help desk.

The update.log log file is only available when running system update after you are already on version 4.0.3.

If the screen gets stuck on "Waiting for the update to start...". We suggest first reviewing the application log file for today, accessible at Utilities -> Logs -> Log File Manager or /storage/logs/ on the filesystem. If the update has started, there should also be an update.log file under /storage/logs, which you can review for a full log of the update progress.

This error will show at the top of the page if the cron job is not deemed to be running. Please ensure the XXXXXXXXXX, and verify it is showing as running on the Settings -> General -> Scheduled Tasks page.

If you have an owned license and your support and updates have expired, you will need to renew in order to be able to access the latest releases of SupportPro. Click the button to order your renewal and then hit the refresh button to update the page.

Online URL: <https://docs.supportpro.vn/article/system-update-59.html>