

ShopSite Knowledgebase

Why are buyers getting a "System Upgrade In Progress" screen when attempting to order in my store?

Product: ALL

Version: ALL

Platform: ALL

Why is the following screen displayed when people attempt to place orders in my store?:

"System Upgrade In Progress

Due to a system upgrade currently in progress, this function is not available at this time. Please try again in a few minutes.

(Use your web browser's back button to return to the previous screen) "Solution ID: S04194

This is the ShopSite placeholder page used when an upgrade is in progress. The page will be displayed when DIR_LOCK files exist in the ShopSite CGI directories or the data directory for your store. The upgrade process, if run successfully, will remove the DIR_LOCK files as part of completing the upgrade. The store should be able to process orders immediately after the upgrade is complete.

If the page is still in place after a completed upgrade, it's usually an indication that ShopSite was not able to properly access all the directories and files required during the upgrade. This page will continue to show if the DIR_LOCK file still exist in all or some of the directories.

While removing the DIR_LOCK files may remove the placeholder, this problem is usually an indication that other problems may exist with the upgrade. Check the upgrade screen output for additional error messages. If unable to pinpoint the specific problem, widening permission to all ShopSite directories and subdirectories and re-running the upgrade may resolve. See solution S03713 for details on running an upgrade more than once on a store.

Related solution: S03936

<https://support.shopsite.com/KBase/questions/2361/>