ShopSite Knowledgebase

Upgrade from Manager to Pro did not work

"I put the auth file in the in the cgi-bin and run the wwwinstall.cgi. It said that it upgraded the databases but when I go into the backoffice I see that it still says Manager".
This can also happen when upgrading from Starter to Manager, Starter to Pro, etc.Solution ID: S03053
If you're upgrading your product level from ShopSite Manager 10 to ShopSite Pro 10 (for example), you do *not* need to run the wwwinstall.cgi. In order to upgrade the product level, simply place the new auth file in the store's data directory and rename the file 'storeid'.auth, overwriting the one that is currently there.

https://support.shopsite.com/KBase/questions/2008/