ShopSite Knowledgebase

running upgrade DIR_LOCK VERSION

Product: ShopSite Sc
Version: 4.x
Platform: All
When running an upgrade, web server may time out the upgrade and your browser just dies without giving any messages.Solution ID: S03936
When some one runs into this situation, they can re-run the wwwinstall.cgi and it will pick up where it left off. If you have telnet access to the server, then you should run the 'Top' or 'PS' command and make sure that wwwinstall.cgi is no longer running before you re-run it. When the upgrade begins, ShopSite first creates a file called DIR_LOCK in each data directory, so when any cgis are run for the store (i.e. if someone tried to place an order or update the pages or products) it checks for DIR_LOCK file. If it finds it then you get the message, "upgrade in process."
After placing the DIR_LOCKs, ShopSite upgrades cgi directories followed by data directories. Once the stores data directory is upgraded the DIR_LOCK file is removed and the VERSION file is created, which stores the version number of upgraded data directory. When the upgrade is run the second time it tries to match the version number and if it matches then it skips that data directory else it upgrades to that version. (in mall situation.) Also in mall situation you need to upgrade all the stores to the same version, one can not mix and match cgis in shared environment.
If someone wants to rerun upgrade and force it to reupgrade to same version as previously upgraded then you need to remove the VERSION file from the data and cgi directories.

https://support.shopsite.com/KBase/questions/2253/