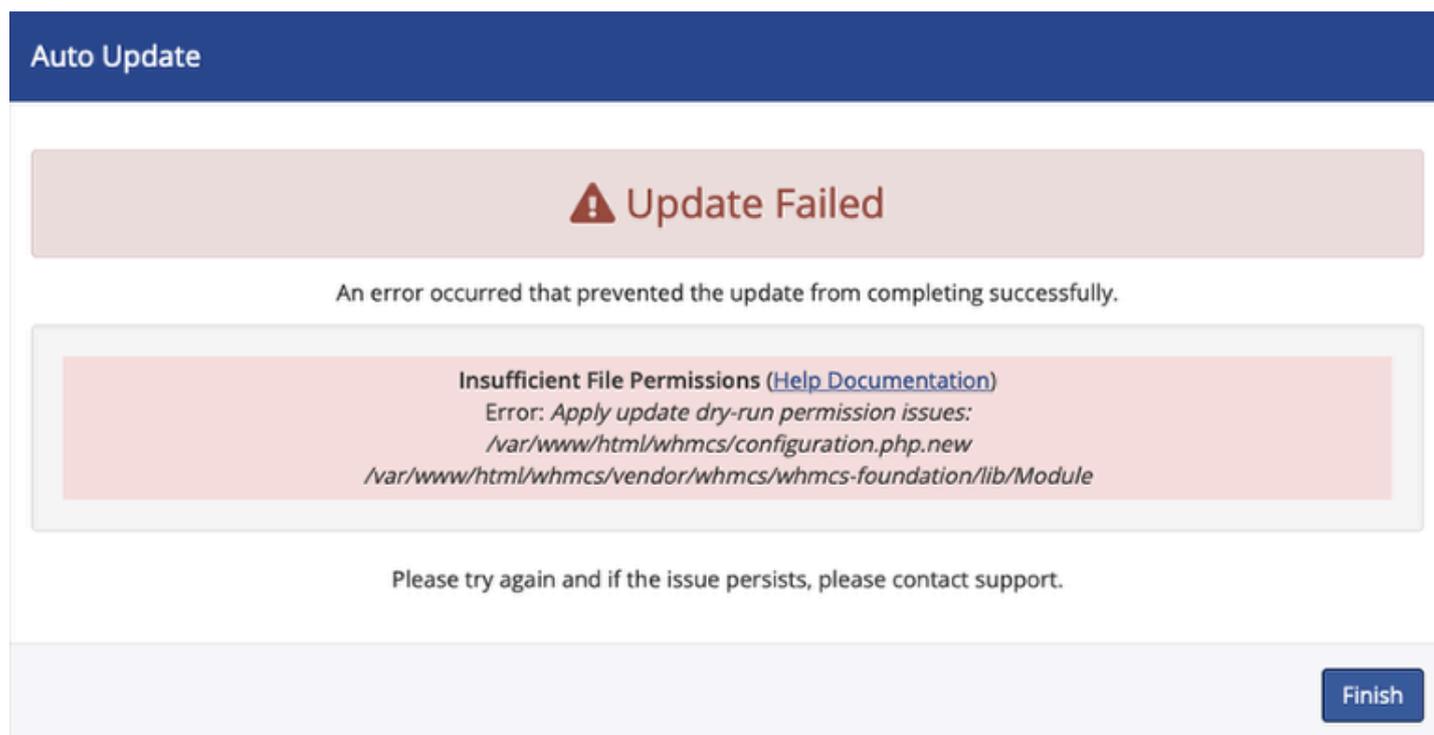


Troubleshooting an Apply update dry-run permission issues Error

Introduction

An **Apply update dry-run detected x permission issues** error, where x is the number of files and directories that the update process could not overwrite, may occur in the **Auto Update** window in WHMCS:



The screenshot shows the 'Auto Update' window in WHMCS. At the top, there is a blue header with the text 'Auto Update'. Below this, a large red banner with a warning icon and the text 'Update Failed' is displayed. Underneath the banner, a message states: 'An error occurred that prevented the update from completing successfully.' A light red box contains the following error details: 'Insufficient File Permissions ([Help Documentation](#))', 'Error: Apply update dry-run permission issues:', '/var/www/html/whmcs/configuration.php.new', and '/var/www/html/whmcs/vendor/whmcs/whmcs-foundation/lib/Module'. Below the error box, a message says: 'Please try again and if the issue persists, please contact support.' At the bottom right of the window, there is a blue button labeled 'Finish'.

The contents of the error message can help you identify and resolve the underlying causes of this error.

Background

The automatic update tool is a feature that downloads, extracts, and copies the new files, overwriting the existing files. It performs a dry run test (a test that mitigates the effects of a possible failure) to check the file permissions of all existing files before attempting the overwrite operation.

The dry run simulates overwriting the file without making any file changes. If it encounters a permission problem that could cause the update process to fail, the update process stops before making any changes.

In this case, an error message displays with the details of the file permission issues.

 If this occurs, the process will not change the WHMCS installation and will continue to operate on the original version.

Interpreting the Error Message

Under the **Apply update dry-run detected**  **permission issues** error, where  is the number of files and directories that the process could not overwrite, the system displays the full paths of each file.

For example:

- `/var/www/html/whmcs/configuration.php.new`
- `/var/www/html/whmcs/vendor/whmcs/whmcs-foundation/lib/Module`

Resolving the Error

To resolve this error, update the permissions and ownership of the itemised files and directories to allow PHP scripts on your server configuration to write to them, or ask your system administrator or hosting provider.

For more information on making these changes, see:

- [Automatic Updater](#)
- [How to Assign Permissions to Files and Folders in cPanel](#)
- [Changing File and Directory Access Permissions in Plesk File Manager](#)

After you have updated the permissions and ownership, you can start the update process again by navigating to **Utilities > Update WHMCS** and clicking **Update Now**.

For More Information

For more information about using the automatic update tool, see:

- [Automatic Update Failed: Identifying the problem](#)
- [Automatic Updater Troubleshooting](#)