Resolving a Down for Maintenance (Err2) Error

After performing an update, a **Down for Maintenance (Err 2)** error may occur when visiting WHMCS pages:



Causes

This message is displayed whilst the update process is in progress. If an update is not currently being applied, it indicates a version mismatch between the PHP files and the MySQL database.

Some possible causes for this error include:

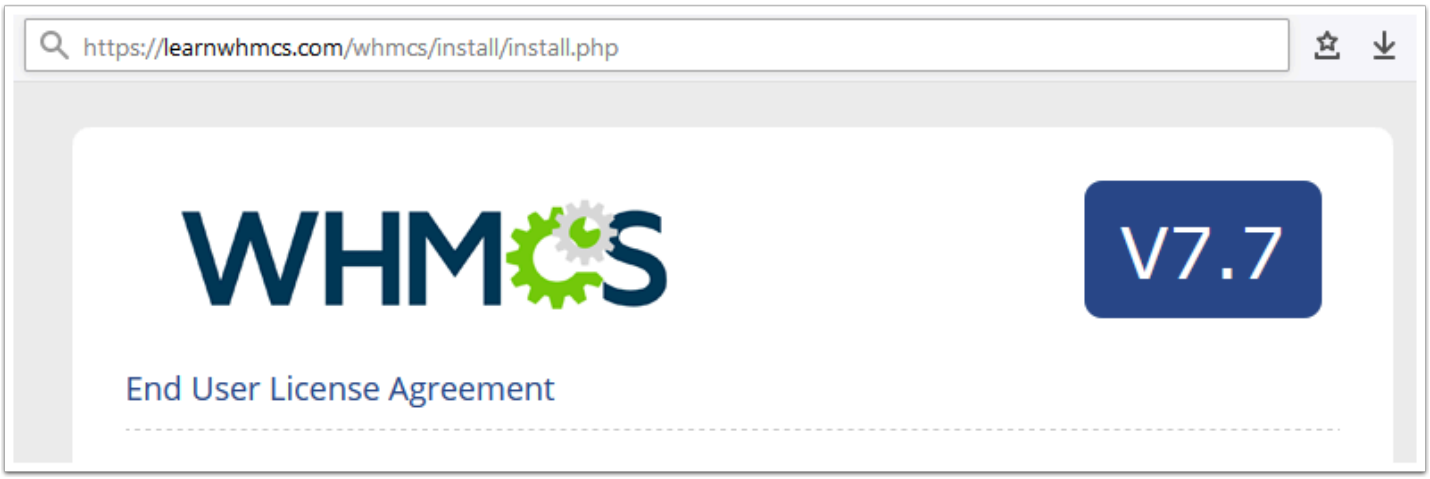
- The auto-updater was terminated before it could complete
- A new version of PHP files have been uploaded but the update process has not yet been performed
- A patch set was manually applied to an incompatible version of the software

Resolution

Follow these steps to complete the update process:

1. Visit the *install* sub-directory within your WHMCS directory. For example www.yoursite.com/whmcs/install

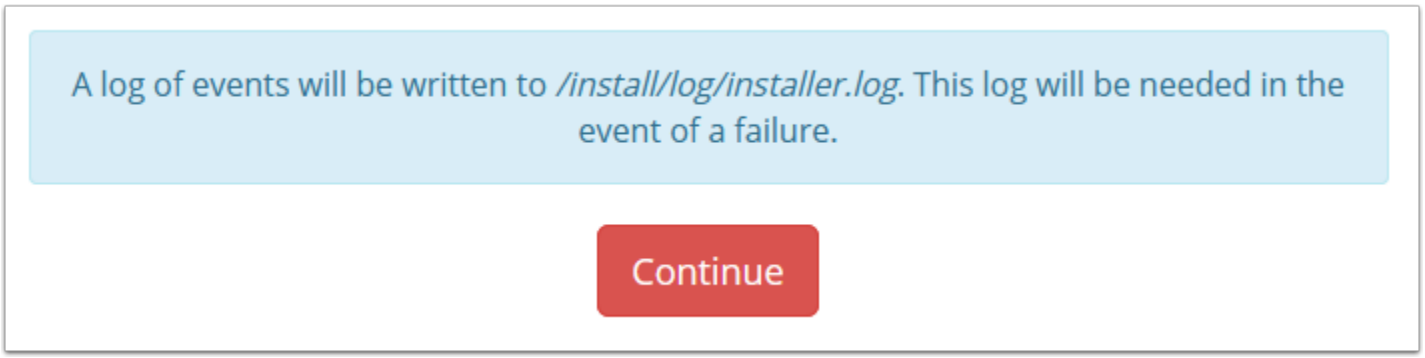
2. A screen like this will be displayed:



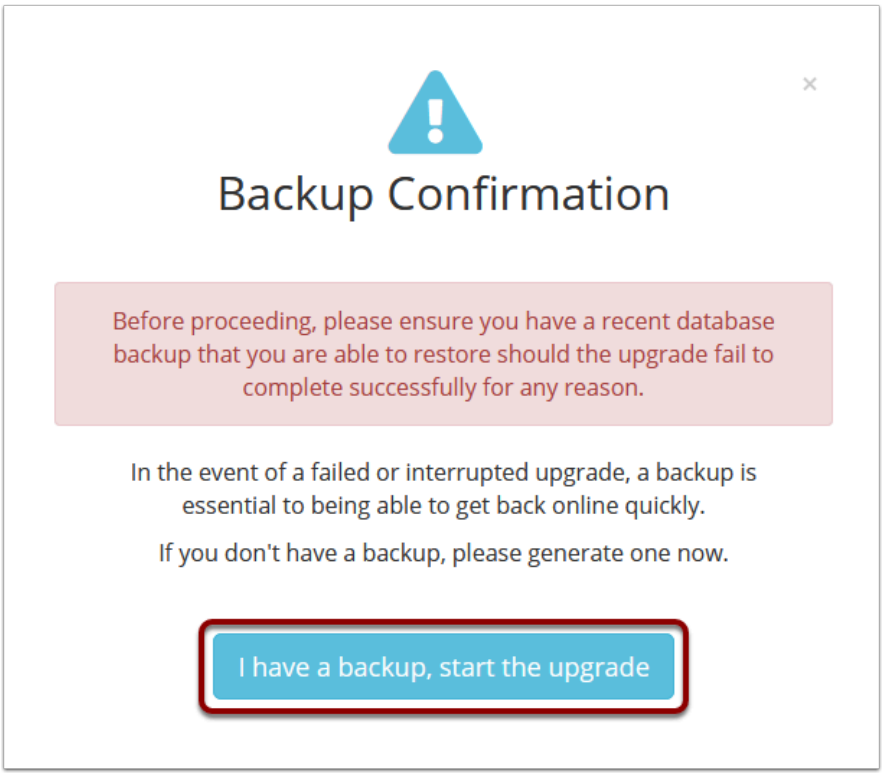
If a **404 Page Not Found** error is displayed instead, refer to the Performing a Manual Update documentation and follow all steps for a Full Release Version

3. Agree to the End User License Agreement

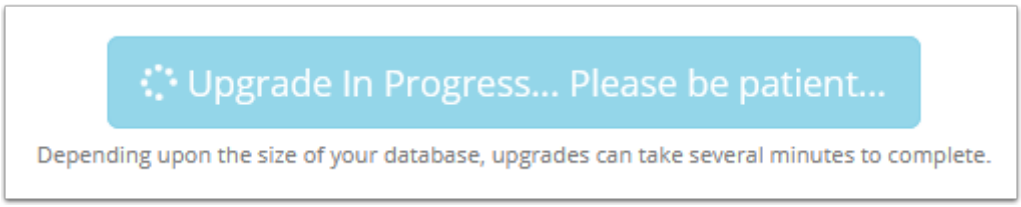
4. Click the *Continue* button at the bottom of the next screen:



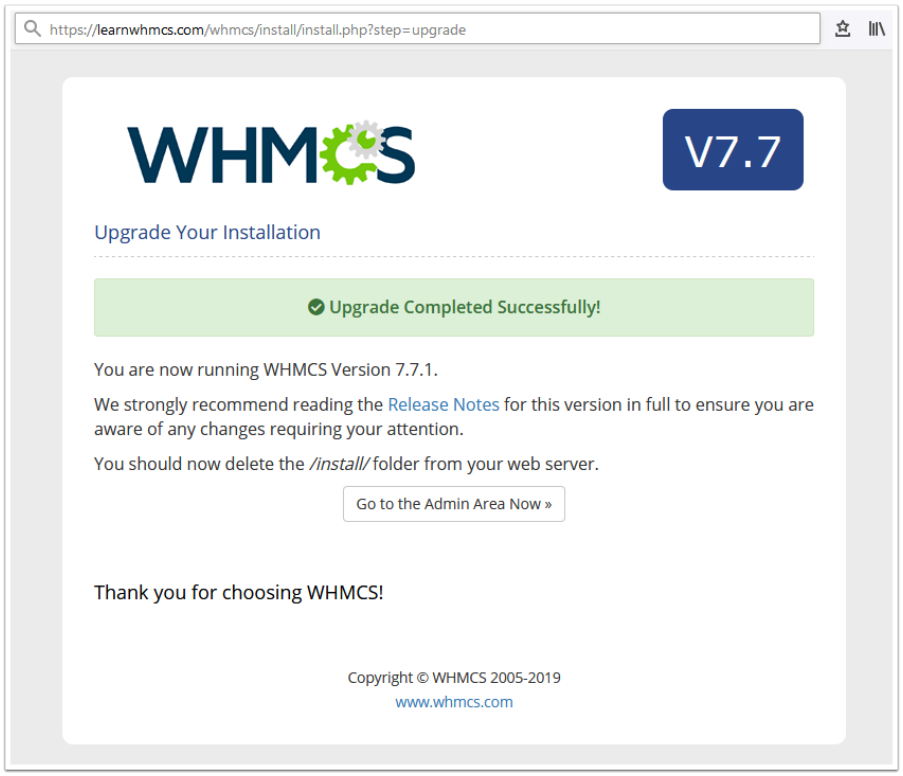
5. Make a backup of the WHMCS MySQL database, then click *Start the Upgrade*:



6. The database update process will now commence:



7. Within a few minutes, a success message should be displayed:



If an Upgrade Failed message is displayed instead, refer to the Updating WHMCS Troubleshooting section for assistance

8. Delete the *install* sub-directory from your server.

9. Click the link to return to the admin area.

10. Ensure that the Version Number displayed on the Admin Dashboard sidebar or in **Help > System Health Status** is the version you were updating to:



The update process is now complete and you can continue using WHMCS, enjoying the new features and stability improvements of the latest update!

We recommend reviewing the Release Notes