Upgrading Sugar

You can upgrade from Sugar 4.5.1 to Sugar 5.0. The Upgrade Wizard is the only supported method for upgrading to Sugar 5.0. The Upgrade Wizard includes critical upgrade logic as well as the SQL commands needed to upgrade to Sugar 5.0. Attempting to manually upgrade by simply replacing files and running the upgrade SQL is not supported.

For information on the process of upgrading Sugar with the Upgrade Wizard, see the *Sugar Enterprise Installation and Administration Guide, Sugar Professional Installation and Administration Guide,* or *Sugar Community Edition Installation and Administration Guide*, as appropriate.

Note: It is strongly recommended that you run the upgrade process on a copy of your production system.

Important Upgrade Guidelines

- Backup your system before beginning the upgrade process. It is imperative to backup your current Sugar directory and database.

- Because the Sugar Upgrade file is large, you will need to increase values for the following parameters in the *php.ini* file before you begin the upgrade process:

    - Ensure *post_max_size* is set to more than 20MB.
    - Ensure *upload_max_filesize* is set to more than 20MB.
    - If you have set *max_input_time* in the *php.ini* file, then ensure that is set to a large number or use the default value of -1.

  Restart the Web Server and then begin the upgrade process.

- If you are using an Apache Web Server and if you have set *LimitRequestBody* in the *httpd.conf* file, then ensure that you set it to a large number or use the default value of 2GB. Restart Apache and then begin the upgrade process.

- Ensure that the *Webserver user* has Write permissions to the Sugar database. The upgrade to SugarCRM 5.0 will add and replace files in several locations including the Sugar root directory. The *Webserver user* must have Write permissions for the root folder and all sub-directories during the upgrade process.

- The process of upgrading can take up to an hour. If you are using the IIS Web server, you need to ensure that the CGI application does not time out. To do this, on IIS, set the CGI script timeout to more than 300 seconds.

- If you are using Zend Core 2.0, you will need to increase the default value of the parameters listed below before you begin the upgrade process:

a. Navigate to *C:\Program Files\Zend\Core\etc\fastcgi.conf* and increase the default value for `ConnectionTimeout` to 3000 and `RequestTimeout` to 6000.

b. Navigate to the *php.ini* file and increase the default value of `max_execution_time` to 6000.

- If you have implemented Campaign Management in your 4.5.1 release, you must ensure that queued emails from existing Email marketing campaigns have run to completion before upgrading to 5.0. Navigate to Admin > Manage Email Queue to check whether the queue is empty. If any items are in the queue, click **Send Queued Campaign Emails** to process those items.

Note: On MYSQL, the upgrade process will change the data types of three columns (Description, Description_HTML, and Raw_Source) in the Emails table. Therefore, depending on the size of your Email table and the abilities of your database server the upgrade may take longer than usual.