



FileCloud Server Version 23.252

Upgrade FileCloud

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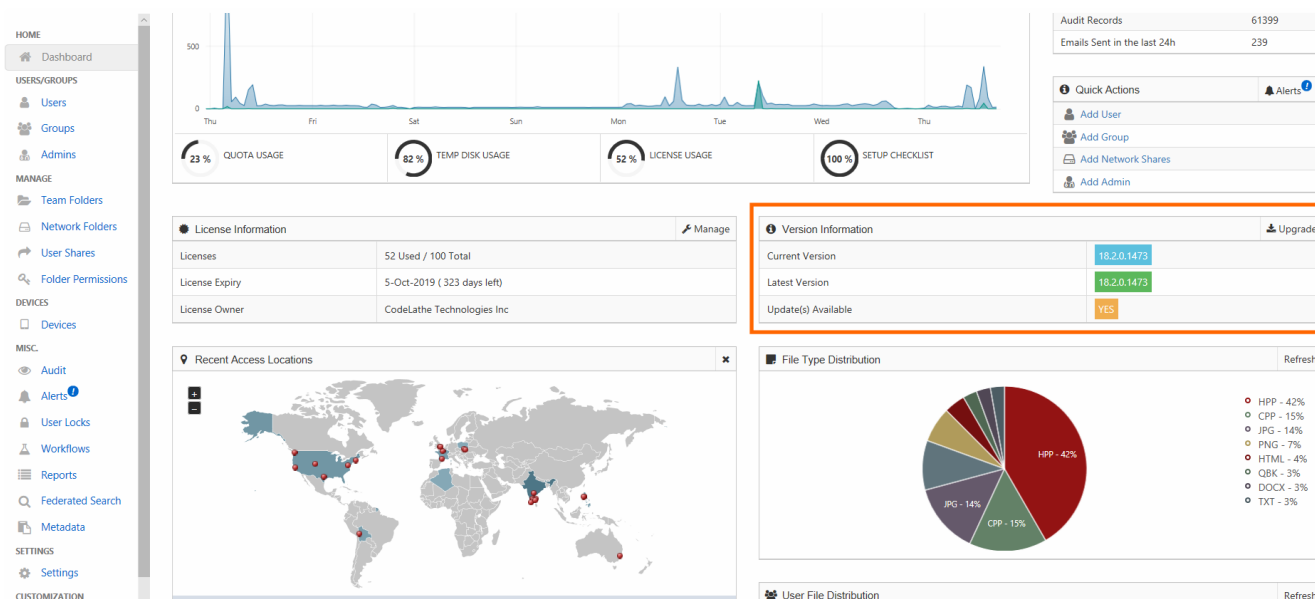
Administrators must keep FileCloud Server up-to-date with the latest version to take advantage of the new features, enhancements, and fixes for issues found in previous versions.

How do I know if an upgrade is available?

- FileCloud will always inform customers when a new upgrade is available.
- When you log on to the Admin Portal, the Admin Dashboard will also alert you to the fact that you can install an update.

Where is the notification on the Admin Dashboard?

The Version section is right next to the License section on the Dashboard.



How do I enable the weekly email?

To check for updates on a weekly basis:

1. In the FileCloud admin portal's left navigation bar, scroll down and click **Settings**. Then, on

the **Settings** navigation page, click **Admin**.

The **Admin** settings page opens.



2. Scroll down to **Check for updates**, and enable it.

Send daily governance report to admin ☐

Check for updates ☒
Check for new versions, and notify users when a new version is available.

Admin session timeout in minutes
Admin portal login session timeout
Example: 15 (default) = 15 minutes; 30 = 30 minutes; 60 = 1 hour
Note: Session always expires when browser is closed unless advanced configuration is added.

30

Send account locked email No Email

3. Click **Save**.

💡 To stop receiving the weekly email, disable this setting.

Remember to [back up FileCloud before upgrading](#).

For releases that DO NOT require a full system upgrade: [Upgrade using Admin Portal](#)

For releases that DO require a full system upgrade: [WINDOWS: Update Tool](#) or [Upgrade FileCloud on Linux](#)



Custom settings in configuration files that are replaced during upgrade are not reset in the new configuration files.

Check if the following files are replaced with newer versions during upgrade, and in the case that they are replaced, reconfigure any custom settings after upgrade:

C:\xampp\apache\conf\httpd.conf

C:\xampp\apache\conf\extra\httpd-filecloud.conf

| Release | Upgrade Scenarios | Upgrade Notes | Release Notes |
|---------|--|---|--|
| 23.242 | <p>Upgrading from FileCloud versions 22.1 through 23.232.1:</p> <ul style="list-style-type: none"> If you are running FileCloud in FIPS mode or you have enabled managed store encryption, you must change your storage encryption from RC4, which has been deprecated, to AES-256 prior to FileCloud upgrade. Follow the pre-upgrade instructions listed in Upgrade Notes for FileCloud 23.241 or Later. The Message Queue system is a required service that needs to be running for FileCloud to be functional from 19.1 onwards. Please ensure the Message Queue Service is running after upgrade before opening up for live access. You CANNOT upgrade Windows and Linux using the Admin Portal. If your installation of FileCloud uses admin portal user access restrictions, please see Restricting Access To Admin UI Based On IP Addresses for updated instructions. <p>Upgrading from a version of FileCloud less than 22.1:</p> <ul style="list-style-type: none"> You must first upgrade to FileCloud 23.232.1 as specified in Upgrade Notes for FileCloud 23.241 or Later. <p>Note: You can no longer use the Linux upgrade script to upgrade, see Upgrade FileCloud on Linux.</p> | Upgrade Notes for FileCloud 23.242 or Later | FileCloud Version 23.242 Release Notes |
| 23.241 | <p>Upgrading from FileCloud versions 22.1 through 23.232.1:</p> <ul style="list-style-type: none"> If you are running FileCloud in FIPS mode or you have enabled managed store encryption, you must change your storage encryption from RC4, which has been deprecated, to AES-256 prior to FileCloud upgrade. Follow the pre-upgrade instructions listed in Upgrade Notes for FileCloud 23.241 or Later. The Message Queue system is a required service that needs to be running for FileCloud to be functional from 19.1 onwards. Please ensure the Message Queue Service is running after upgrade before opening up for live access. You CANNOT upgrade Windows and Linux using the Admin Portal. If your installation of FileCloud uses admin portal user access restrictions, please see Restricting Access To Admin UI Based On IP Addresses for updated instructions. <p>Upgrading from a version of FileCloud less than 22.1:</p> <ul style="list-style-type: none"> You must first upgrade to FileCloud 23.232.1 as specified in Upgrade Notes for FileCloud 23.241 or Later. <p>Note: You can no longer use the Linux upgrade script to upgrade, see Upgrade FileCloud on Linux.</p> | Upgrade Notes for FileCloud 23.241 or Later | FileCloud Version 23.241 Release Notes |

| Release | Upgrade Scenarios | Upgrade Notes | Release Notes |
|---------|--|---|--|
| 23.23.2 | <p>Upgrading from ANY VERSION to 23.232</p> <ul style="list-style-type: none"> • New Message Queue System is a REQUIRED service that needs to be running for FileCloud to be functional from 19.1 onwards • Please ensure the Message Queue Service is running after upgrade before opening up for live access • You CANNOT upgrade Windows and Linux using the Admin Portal. • If your installation of FileCloud uses admin portal user access restrictions, please see Restricting Access To Admin UI Based On IP Addresses for updated instructions. <p>Note: You can no longer use the Linux upgrade script to upgrade, see Upgrade FileCloud on Linux.</p> | Upgrade Notes for FileCloud 23.232 or Later | FileCloud Version 23.232 Release Notes |
| 23.1 | <p>Upgrading from ANY VERSION to 23.1</p> <ul style="list-style-type: none"> • New Message Queue System is a REQUIRED service that needs to be running for FileCloud to be functional from 19.1 onwards • Please ensure the Message Queue Service is running after upgrade before opening up for live access • You CANNOT upgrade Windows and Linux using the Admin Portal. • If your installation of FileCloud uses admin portal user access restrictions, please see Restricting Access To Admin UI Based On IP Addresses for updated instructions. <p>Note: You can no longer use the Linux upgrade script to upgrade, see Upgrade FileCloud on Linux.</p> | Upgrade Notes for FileCloud 23.1 or Later | FileCloud Version 23.1 Release Notes |
| 22.1 | <p>Upgrading from ANY VERSION to 22.1</p> <ul style="list-style-type: none"> • New Message Queue System is a REQUIRED service that needs to be running for FileCloud to be functional from 19.1 onwards • Please ensure the Message Queue Service is running after upgrade before opening up for live access • You CANNOT upgrade Windows and Linux using the Admin Portal. • If your installation of FileCloud uses admin portal user access restrictions, please see Restricting Access To Admin UI Based On IP Addresses for updated instructions. <p>Note: You can no longer use the Linux upgrade script to upgrade, see Upgrade FileCloud on Linux.</p> | Upgrade Notes for FileCloud 22.1 or Later | FileCloud Version 22.1 Release Notes |

| Release | Upgrade Scenarios | Upgrade Notes | Release Notes |
|---------|---|---|--------------------|
| 21.3 | Upgrading from ANY VERSION to 21.3 <ul style="list-style-type: none"> • New Message Queue System is a REQUIRED service that needs to be running for FileCloud to be functional from 19.1 onwards • Please ensure the Message Queue Service is running after upgrade before opening up for live access • You CANNOT upgrade Windows and Linux using the Admin Portal. | Upgrade Notes for FileCloud 21.1 or Later | 21.3 Release Notes |
| 21.2 | Upgrading from ANY VERSION to 21.2 <ul style="list-style-type: none"> • New Message Queue System is a REQUIRED service that needs to be running for FileCloud to be functional from 19.1 onwards • Please ensure the Message Queue Service is running after upgrade before opening up for live access • You CANNOT upgrade Windows and Linux using the Admin Portal. | Upgrade Notes for FileCloud 21.1 or Later | 21.2 Release Notes |
| 21.1 | Upgrading from ANY VERSION to 21.1 <ul style="list-style-type: none"> • New Message Queue System is a REQUIRED service that needs to be running for FileCloud to be functional from 19.1 onwards • Please ensure the Message Queue Service is running after upgrade before opening up for live access • You CANNOT upgrade Windows and Linux using the Admin Portal. | Upgrade Notes for FileCloud 21.1 or Later | 21.1 Release Notes |
| 20.3 | Upgrading from ANY VERSION to 20.3 <ul style="list-style-type: none"> • New Message Queue System is a REQUIRED service that needs to be running for FileCloud to be functional from 19.1 onwards • Please ensure the Message Queue Service is running after upgrade before opening up for live access • You CANNOT upgrade Windows and Linux using the Admin Portal. | Upgrade Notes for FileCloud 19.2 to 20.3 | 20.3 Release Notes |
| 20.2 | Upgrading from ANY VERSION to 20.2 <ul style="list-style-type: none"> • New Message Queue System is a REQUIRED service that needs to be running for FileCloud to be functional from 19.1 onwards • Please ensure the Message Queue Service is running after upgrade before opening up for live access • You CANNOT upgrade Windows and Linux using the Admin Portal. | Upgrade Notes for FileCloud 19.2 to 20.3 | 20.2 Release Notes |

| Release | Upgrade Scenarios | Upgrade Notes | Release Notes |
|---------|---|--|--------------------|
| 20.1 | Upgrading from ANY VERSION to 20.1 <ul style="list-style-type: none"> • New Message Queue System is a REQUIRED service that needs to be running for FileCloud to be functional from 19.1 onwards • Please ensure the Message Queue Service is running after upgrade before opening up for live access • You CANNOT upgrade Windows and Linux using the Admin Portal. | Upgrade Notes for FileCloud 19.2 to 20.3 | 20.1 Release Notes |
| 19.3 | Upgrading from ANY VERSION to 19.3 <ul style="list-style-type: none"> • New Message Queue System is a REQUIRED service that needs to be running for FileCloud to be functional from 19.1 onwards • Please ensure the Message Queue Service is running after upgrade before opening up for live access • You CANNOT upgrade Windows and Linux using the Admin Portal. | Upgrade Notes for FileCloud 19.2 to 20.3 | 19.3 Release Notes |
| 19.1 | Upgrading from ANY VERSION to 19.1 <ul style="list-style-type: none"> • New Message Queue System is a REQUIRED service that needs to be running for FileCloud to be functional from 19.1 onwards • Please ensure the Message Queue Service is running after upgrade before opening up for live access • You CANNOT upgrade Windows and Linux using the Admin Portal. | 19.1 Upgrade Notes | 19.1 Release Notes |
| 18.2 | Upgrading from 18.1 to 18.2 <ul style="list-style-type: none"> • There are no operating system or software update requirements • You can upgrade Windows and Linux FileCloud instances using the Admin Portal Upgrading from 17.3 or older to 18.2 <ul style="list-style-type: none"> • A full system upgrade is required for all existing installations | 18.2 Upgrade Notes | 18.2 Release Notes |
| 18.1 | For all versions before 18.1: <ul style="list-style-type: none"> • A full system upgrade is required for all existing installations | 18.1 Upgrade Notes | 18.1 Release Notes |

Upgrade using Admin Portal

Minor updates can be performed directly in the FileCloud Admin Portal by clicking the **Start Upgrade** button, as shown in the steps below. Check the release notes to see the minimum version for an update in the Admin portal.



Custom settings in configuration files that are replaced during upgrade are not reset in the new configuration files.

Check If the following files are replaced with newer versions during upgrade, and in the case that they are replaced, reconfigure any custom settings after upgrade:

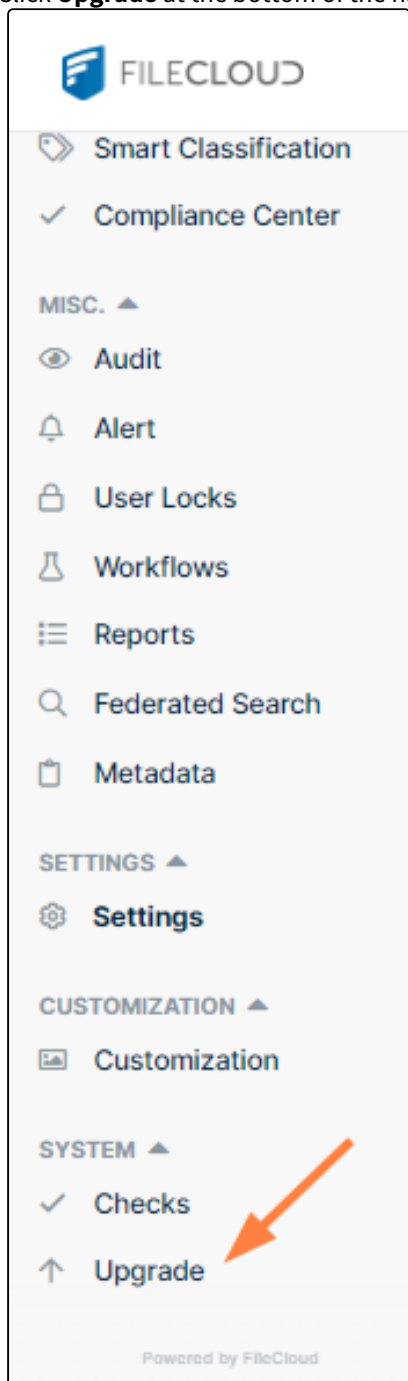
C:\xampp\apache\conf\httpd.conf

C:\xampp\apache\conf\extra\httpd-filecloud.conf

Upgrade Steps

1. Make a full backup or take a snapshot of the FileCloud server.
2. Login into the admin UI.

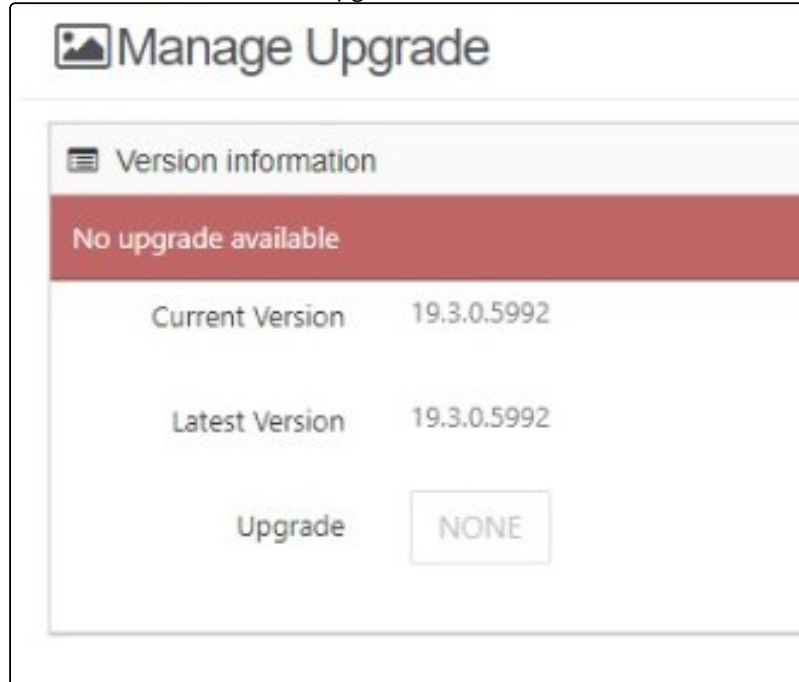
3. Click **Upgrade** at the bottom of the navigation panel.



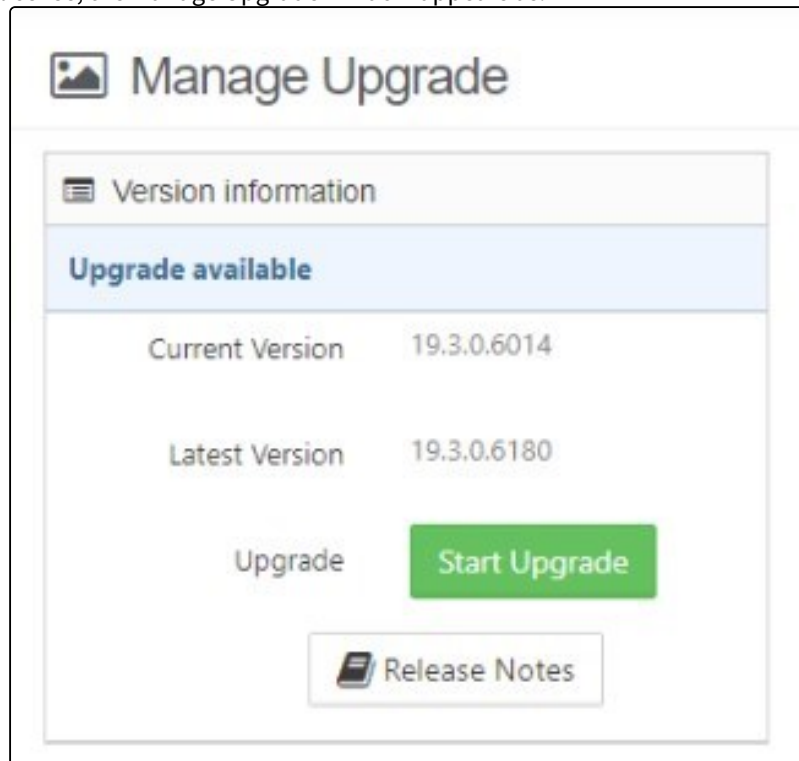
The Manage Upgrade window appears as follows if:

- No new upgrades are available
- Upgrades are not possible from the admin portal

- A license that does not allow upgrade to the latest version is installed

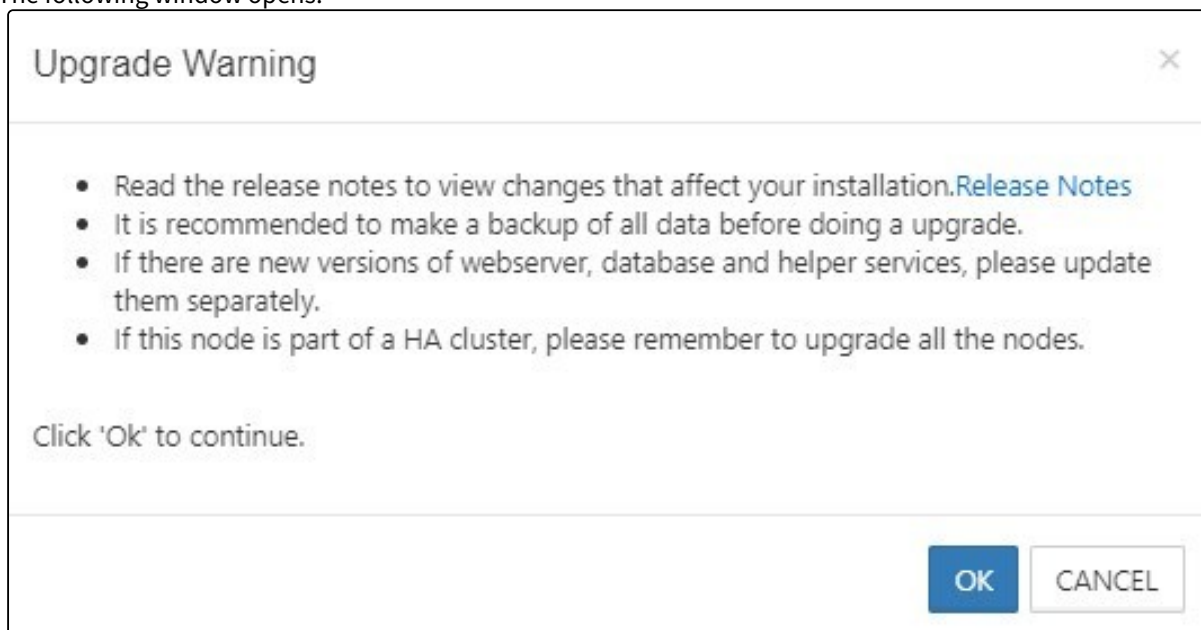


If there is an upgrade that can be installed from the admin portal and is permitted by the FileCloud license, the Manage Upgrade window appears as:



4. If the Manage Upgrade window indicates that an upgrade is available, click **Start Upgrade**.

The following window opens:



5. **Click OK.**

The upgrade process begins. When it is complete, messages similar to the following appear on the Manage Upgrade page.

| Update completed without errors. Make sure to open the install check page and verify all the checks are OK before proceeding. | |
|---|----------------------|
| Filter Message : | Message Type : All ▼ |
| Message | |
| ===== Downloading update ===== | |
| Using override url for update : http:// | |
| ===== Unpacking update ===== | |
| ===== Cleaning update ===== | |
| ===== Checking permissions ===== | |
| ===== Loading file signatures ===== | |
| =====Applying update===== | |
| Copying file C:/xampp/htdocs/resources/backup/activatesite.php | |
| Copying file C:/xampp/htdocs/resources/backup/backup.class.php | |
| Copying file C:/xampp/htdocs/resources/backup/backup.sh | |
| Copying file C:/xampp/htdocs/resources/backup/backuphelper.php | |
| Copying file C:/xampp/htdocs/resources/backup/checkfc.php | |
| Copying file C:/xampp/htdocs/resources/backup/deleteuser.php | |
| Copying file C:/xampp/htdocs/resources/backup/fcpostupgrade.php | |
| Copying file C:/xampp/htdocs/resources/backup/fcpusite.php | |
| Copying file C:/xampp/htdocs/resources/backup/licenseinstaller.php | |
| Copying file C:/xampp/htdocs/resources/backup/licenses.txt | |
| Copying file C:/xampp/htdocs/resources/backup/preparenaturalsort.php | |
| Copying file C:/xampp/htdocs/resources/backup/prevversionexporter.php | |
| Copying file C:/xampp/htdocs/resources/backup/repairfc.php | |
| <div> <div>⏮</div> <div>⏪</div> <div>Page 1 of 588</div> <div>⏩</div> <div>⏭</div> </div> <div>11752 rows</div> | |
| Your database is up-to-date | |

6. In the navigation bar, click Installation Checks directly above the Upgrade link and make sure that the installation is free of errors.
7. Refresh the browser UI (Ctrl + F5) to get the latest updated User Interface.

Updating Systems That Cannot Connect Outside

If your FileCloud server cannot connect to our update server to download the packages directly, you can download file_cloud.zip and file_cloud.xml to a local folder and update your installation using the local path.

1. Open the WWWROOT\config\cloudconfig.php file and edit the following entry:

For Windows:

If the files are located in c:\users\administrator\Downloads folder, then modify the url as follows:

```
define("TONIDOCLOUD_UPDATE_URL_OVERRIDE","file://C:\\Users\\Administrator\\Downloads\\file_cloud.zip");
```

For Linux:

If the the files are located in /home/filecloudupdate/ (Apache should have permission for this folder), then modify the url as follows:

```
define("TONIDOCLOUD_UPDATE_URL_OVERRIDE","/home/filecloudupdate/file_cloud.zip");
```

2. Download the following packages and place them in the local folder specified in the TONIDOCLOUD_UPDATE_URL_OVERRIDE config:

https://patch.codelathe.com/tonidocloud/live/installer/file_cloud.zip

https://patch.codelathe.com/tonidocloud/live/installer/file_cloud.xml

Upgrade using Update Tool (Windows Only)

✗ Beginning in FileCloud 23.241, before running the upgrade tool, confirm that each of your FileCloud services is **running** and that your storage is in a **READY** state. This is a change from previous version upgrades, in which you were instructed to confirm that each of your FileCloud services was **not running**.

✗ If you have folder-level security enabled in **Settings > Misc > General**, changes in functionality will significantly impact the way existing share behavior works when you upgrade from versions below 23.1 to FileCloud 23.x and higher. If you have granular folder permissions set, please contact FileCloud Support before upgrading to FileCloud 23.x and higher to avoid share and file access issues.

✗ If your system uses MongoDB authentication or custom IP binding, follow the steps at [Disable MongoDB Authentication and IP Binding](#) before performing the steps on this page.

⚠ FileCloud support is ending for Windows Server 2012 R2 with 22.1 release. If you are using Cloud Enterprise Server and Windows 2012, migrate your FileCloud site to Windows 2016, Windows 2019, or Windows 2022.

⚠ The version of Solr has been upgraded in FileCloud 23.232. If your Solr data with indexes was created using Solr version 7.x or older please do a full re-index.

For FileCloud upgrade on cluster, see: [FileCloud Update for HA on Windows](#)

Pre-upgrade:

1. If you are running a version of FileCloud less than 22.1, upgrade to 23.232.1.
2. See **Pre-upgrade instructions for FIPS-enabled systems and systems with managed storage encryption enabled** on page Upgrade Notes for FileCloud 23.241 or Later for more information about preparing for the Windows upgrade.


STEP 1: Backup existing installation

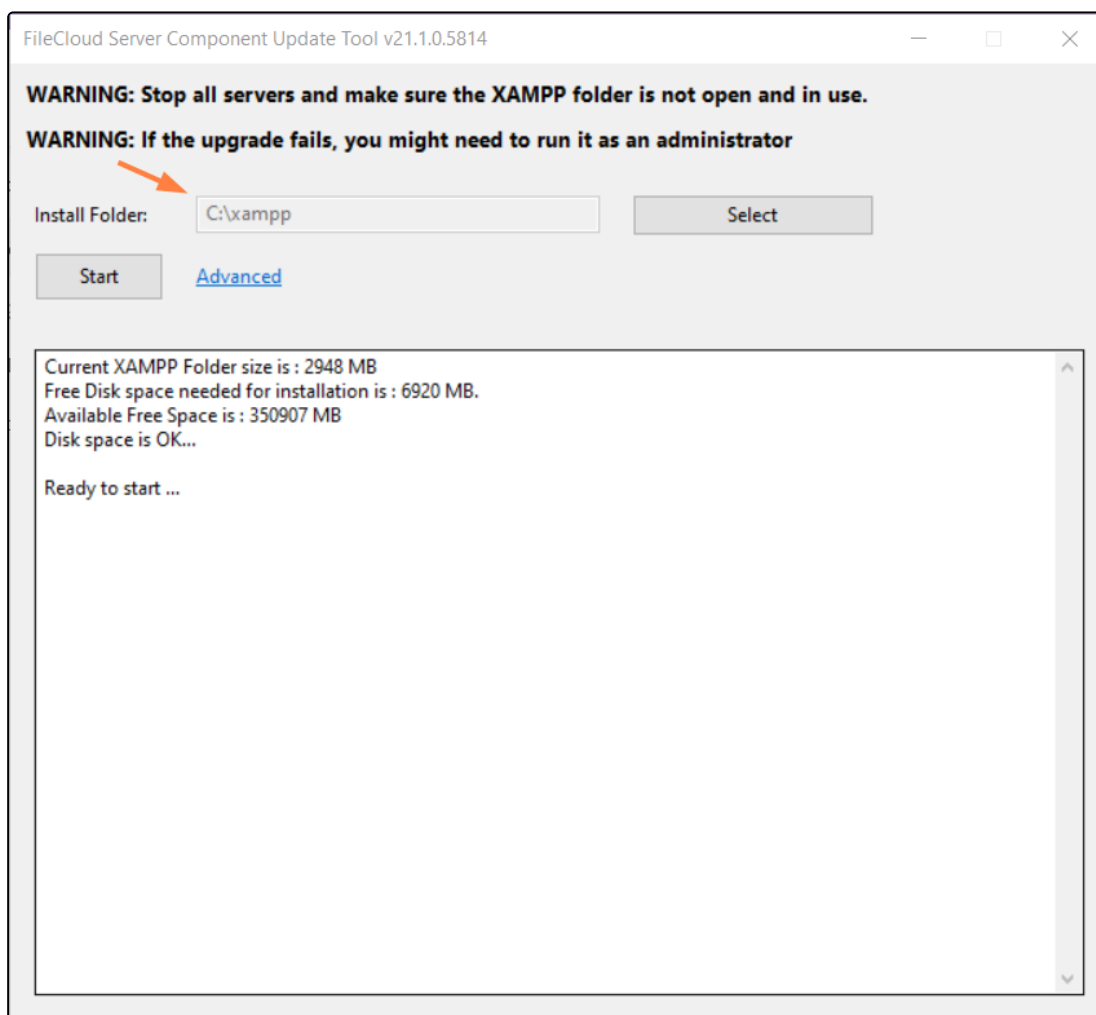
| FileCloud installation environment | Backup steps |
|---|-----------------------|
| Windows OS and installation without backup tool | Windows manual backup |

STEP 2: Preparing for update

1. Download the latest FileCloud Windows Update Tool from <https://patch.codelathe.com/tonidocloud/live/installer/cloudupdatetool.zip>
Note: It is essential that you download the latest version of the update tool; If you run an old version of the tool, you will re-install an old version of FileCloud.
2. Extract all files from [cloudupdatetool.zip](#) into a folder.
3. If your system allows downloading of files from internet, go to step 5. Otherwise, complete step 4 first.
4. Download the following files and copy them to the extracted folder (the cloudupdatetool folder)

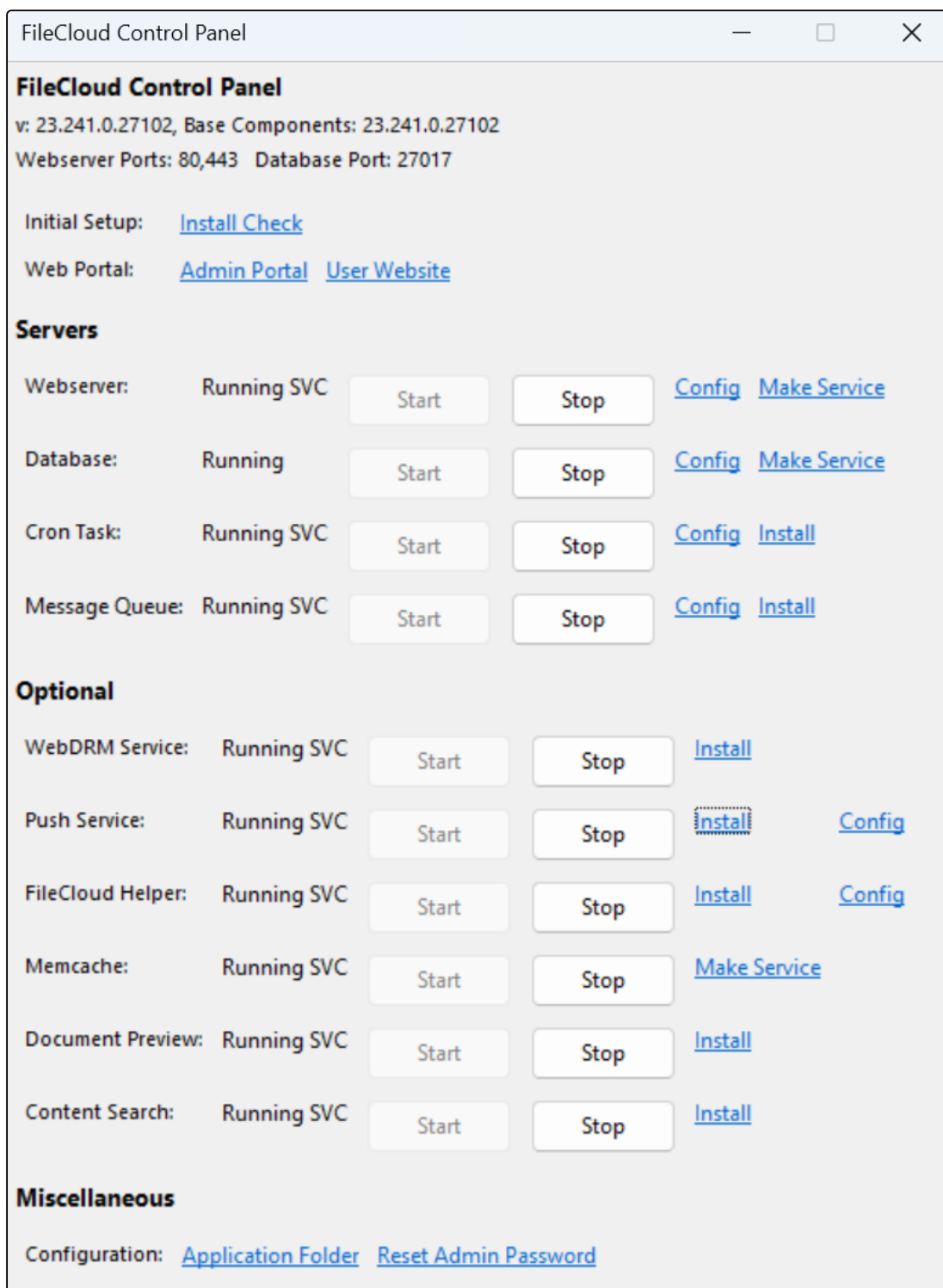
- FileCloud Windows Preupgrade Package from <https://patch.codelathe.com/tonidocloud/live/installer/filecloudpreupgrade.zip>
- FileCloud Windows Preupgrade XML - Right-click and save the file <https://patch.codelathe.com/tonidocloud/live/installer/filecloudpreupgrade.xml>
- FileCloud Windows Update Package from <https://patch.codelathe.com/tonidocloud/live/installer/filecloudupdate.zip>
- FileCloud Windows Update XML - Right-click and save the file <https://patch.codelathe.com/tonidocloud/live/installer/filecloudupdate.xml>

5. Now, navigate to the cloudupdatetool folder and double click on  cloudupdate (cloudupdate.exe). The following window opens:



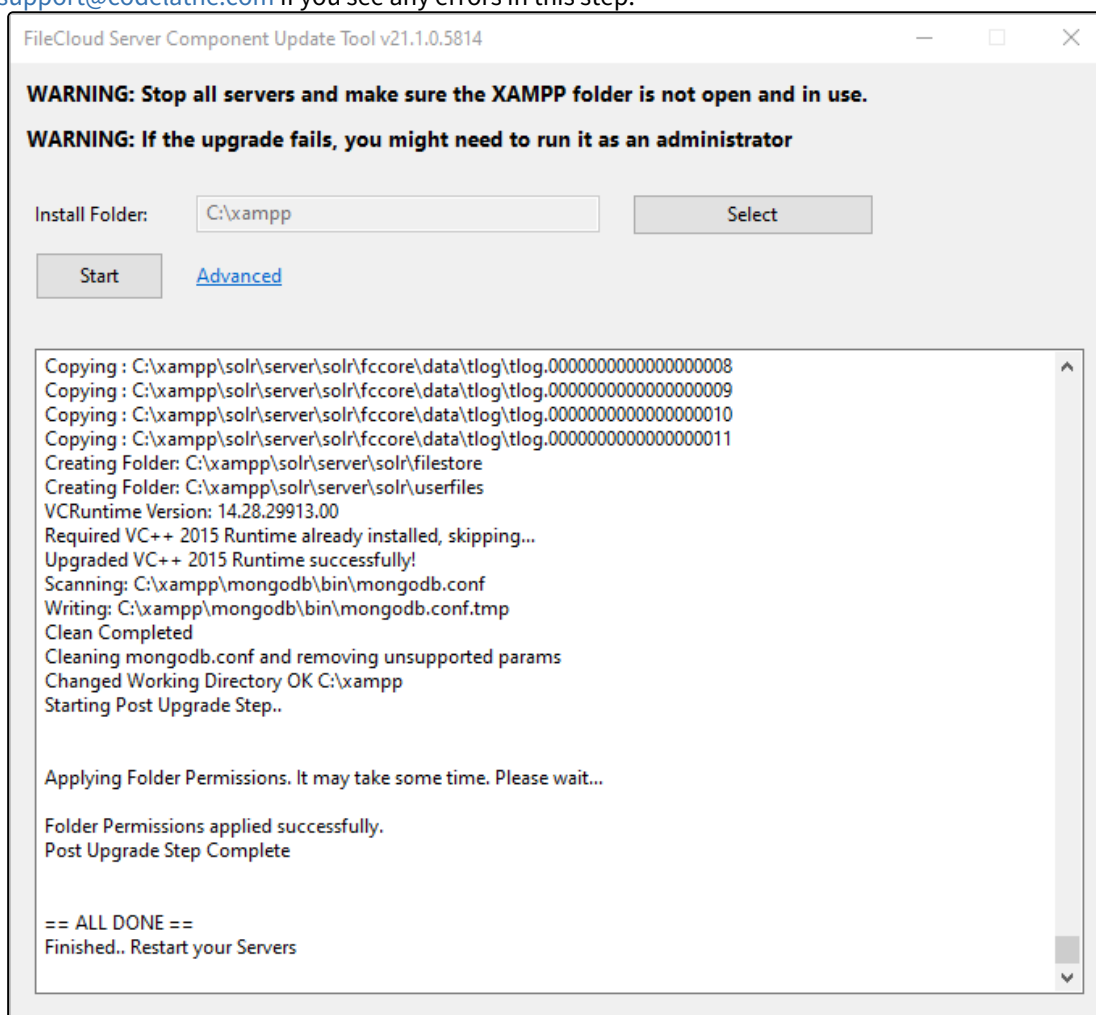
STEP 3: Update

1. Open the FileCloud Control Panel and confirm that each service you are using is running, and that your storage is in the READY state.



2. Ensure that **Install Folder** shows the location of your XAMPP folder. This location is auto-detected, but it may not be able to determine it correctly if there are multiple XAMPP folders. If it is not correct, select the correct XAMPP install folder.
3. Click **Start** on the Update Tool dialog box to begin the upgrade. (Repeat steps 1-3 for each of the nodes for HA system).

The tool must be able to connect to the internet in order to download the update package. Please contact support@codelathe.com if you see any errors in this step.



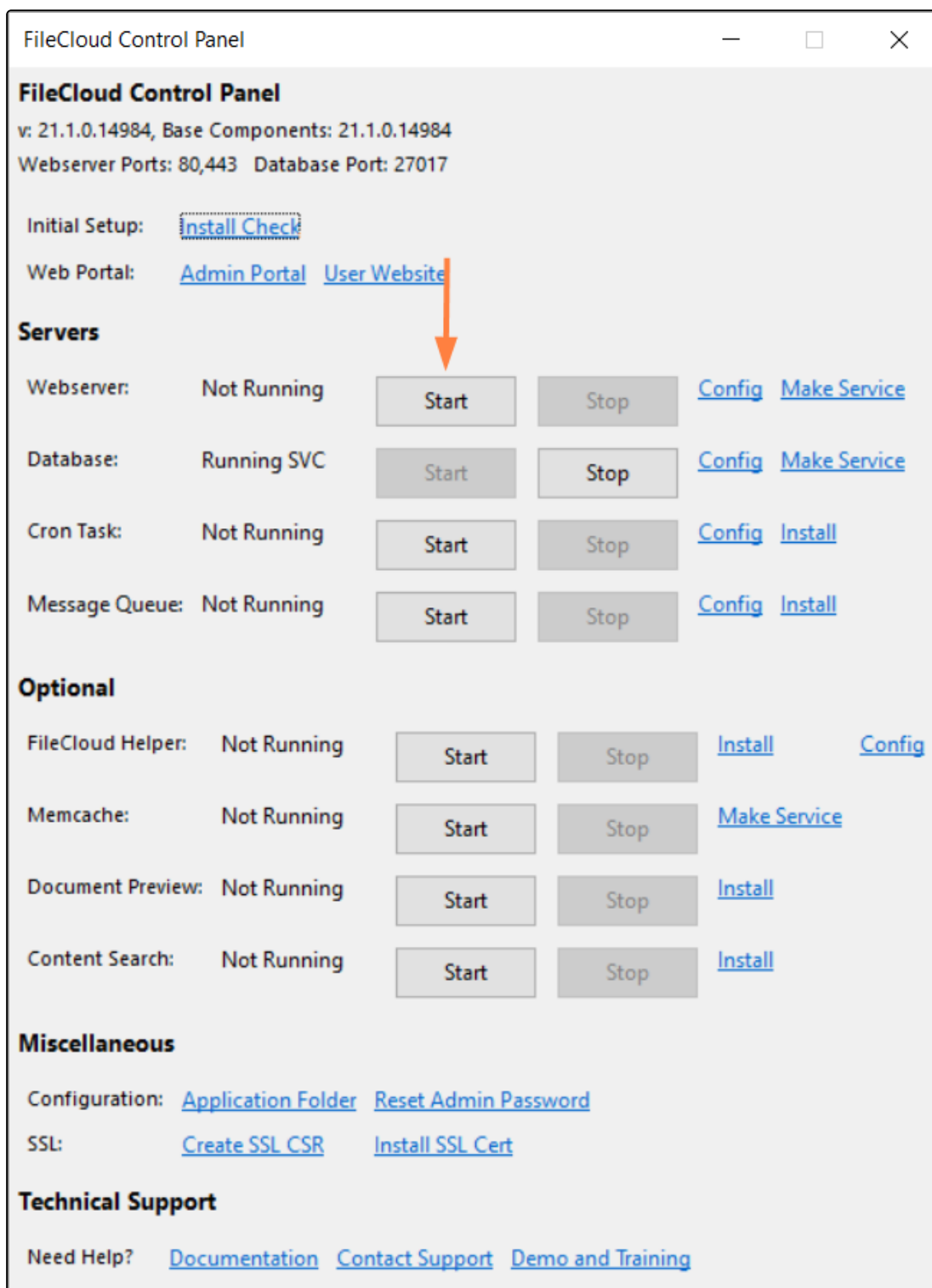
If you receive an error message, see [Troubleshooting the Upgrade Tool](#).

4. If you are running multi-tenant FileCloud, make sure the database post upgrade script is run correctly.

```

cd c:\xampp\htdocs\resources\backup
c:\xampp\php\php.exe fcpostupgrade.php
  
```

5. Once the nodes are updated, start each of the nodes using the cloud control panel.



6. Message Queue is an important service and must be started after the upgrade.

⚠ Message Queue must be installed. If you cannot click the **Start** button for **Message Queue**, it is not installed. Click **Install**, and once installation is complete, click **Start**.

7. Open the install URL <http://<your domain>/install/index.php>
8. Make sure basic checks are all OK.
9. Click on **Extended Checks**.
In section 3 of **Extended Checks**, your new updates are shown with status and available actions.
10. If Apache is running as the Windows Logon account, then give the logon account write permission on the XAMPP folder.
11. When you initially log in to the admin portal after upgrade, refresh the browser using CTRL-F5 to clear any prior setup information from the cache.
12. Beginning in FileCloud 20.1, to sign into the admin portal for multi-tenancy, you must sign in as the superadmin user and enter your password in encrypted format in the multi.php file. See Password encryption and logging in to a multi-tenant admin portal for instructions on encrypting your password.

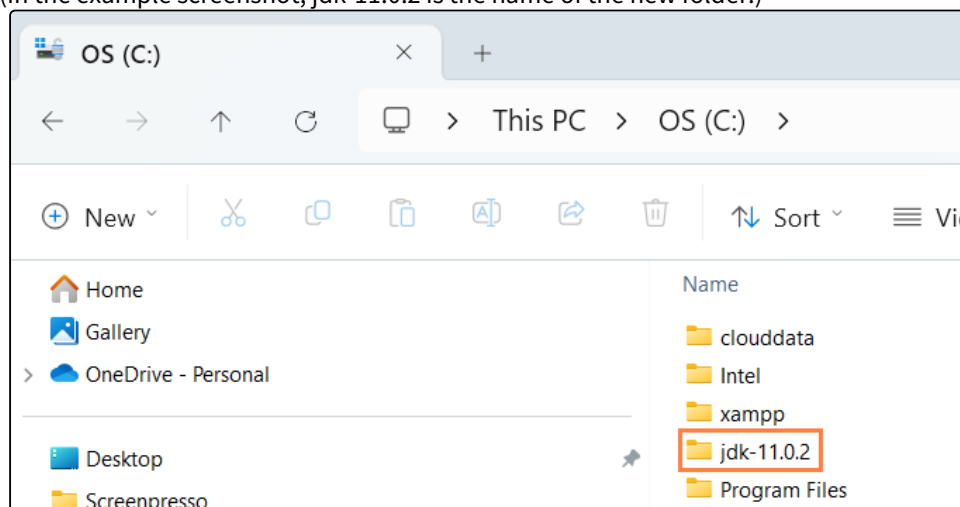
Upgrade environments using Solr and Solr+OCR

Windows

1. Upgrade FileCloud
2. Upgrade OpenJDK to version 11.

Upgrade OpenJDK to version 11.

- a. Download **Open JDK 11.0.2+9** from <https://jdk.java.net/archive/>.
- b. Create a new folder in the C: drive.
(In the example screenshot, jdk-11.0.2 is the name of the new folder.)



- c. Extract the Open JDK file you downloaded into the new folder.
3. Set JAVA_HOME to the new version's path.

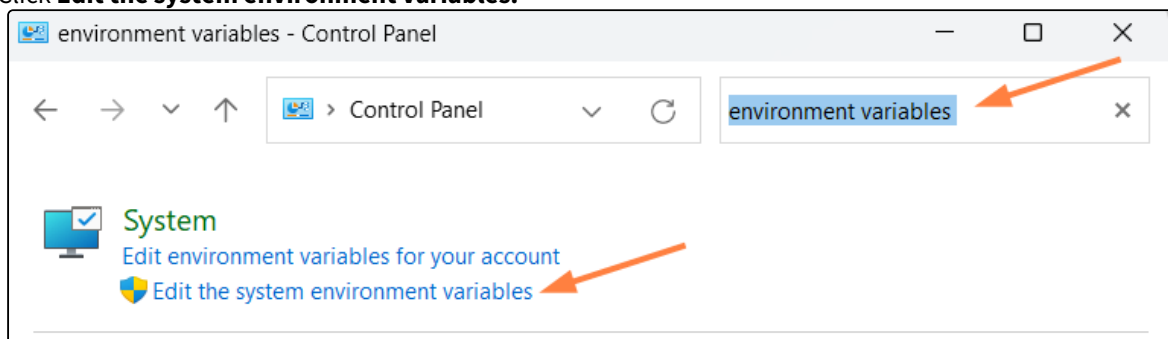
Set the JAVA_HOME path

Setting the path and environment variables will differ depending on the version of Windows you have on your computer. These instructions were designed for Windows 11.

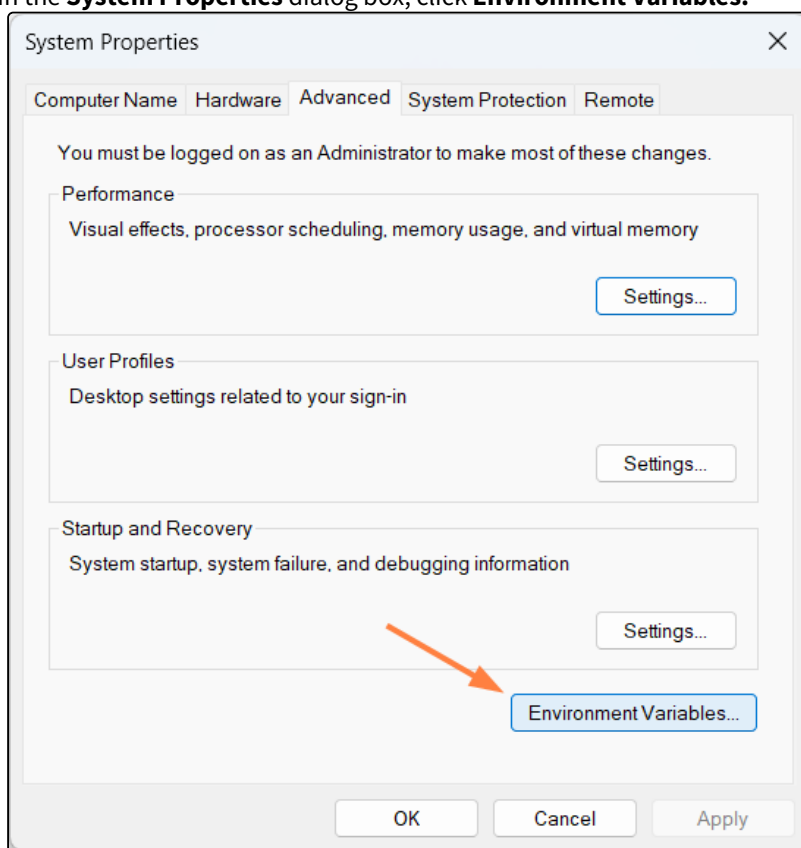
⚠ Administrator privileges are required to modify the path and environment variables.

To set the JAVA_Home path:

- a. Open the Windows Control Panel.
- b. Enter **environment variables** in the search bar.
- c. Click **Edit the system environment variables**.



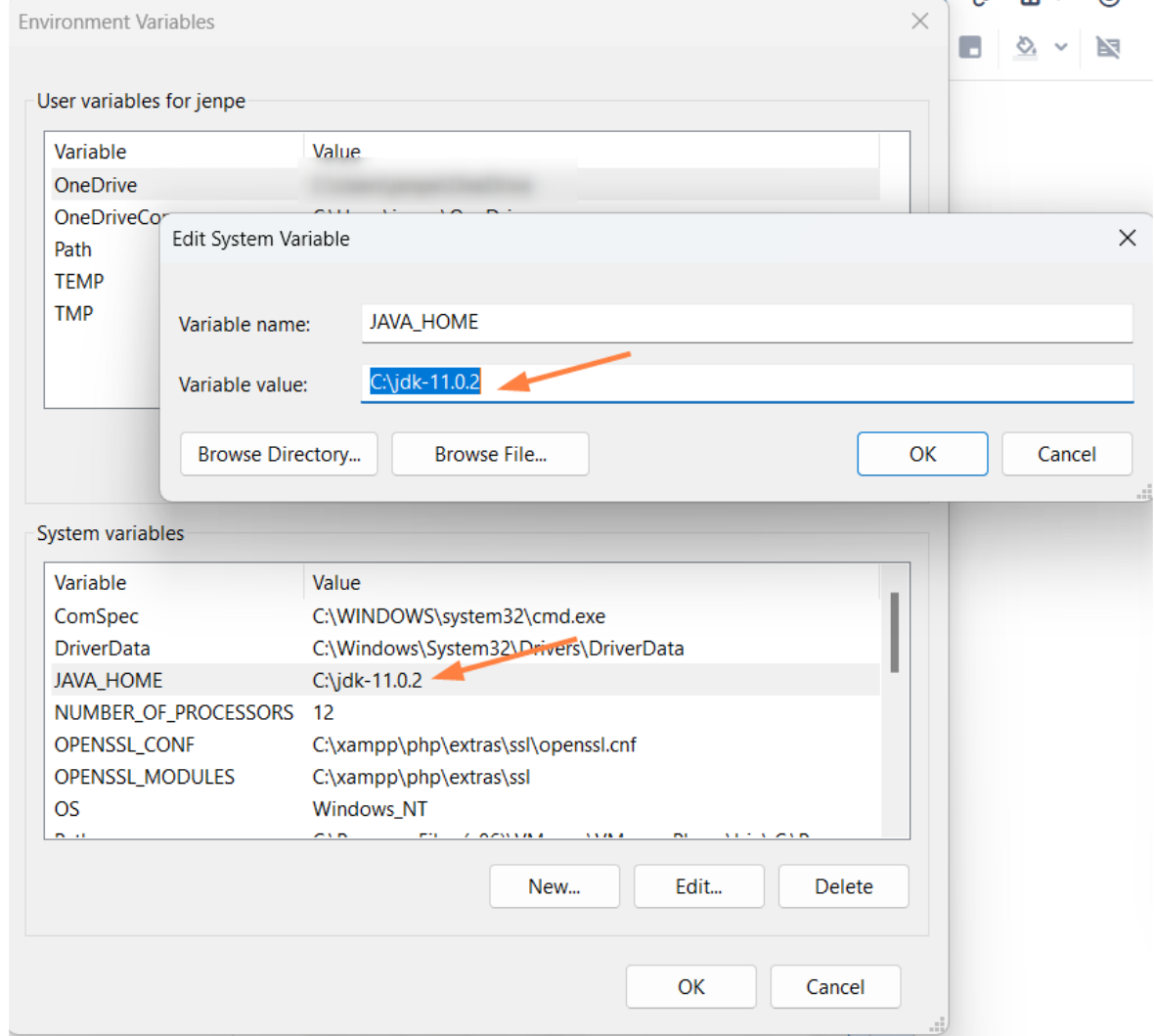
- d. In the **System Properties** dialog box, click **Environment Variables**.



The **Environment Variables** dialog box opens.

- e. In the **System variables** box, Click **JAVA_HOME**, and then click **Edit**.
The **Edit System Variable** dialog box opens.

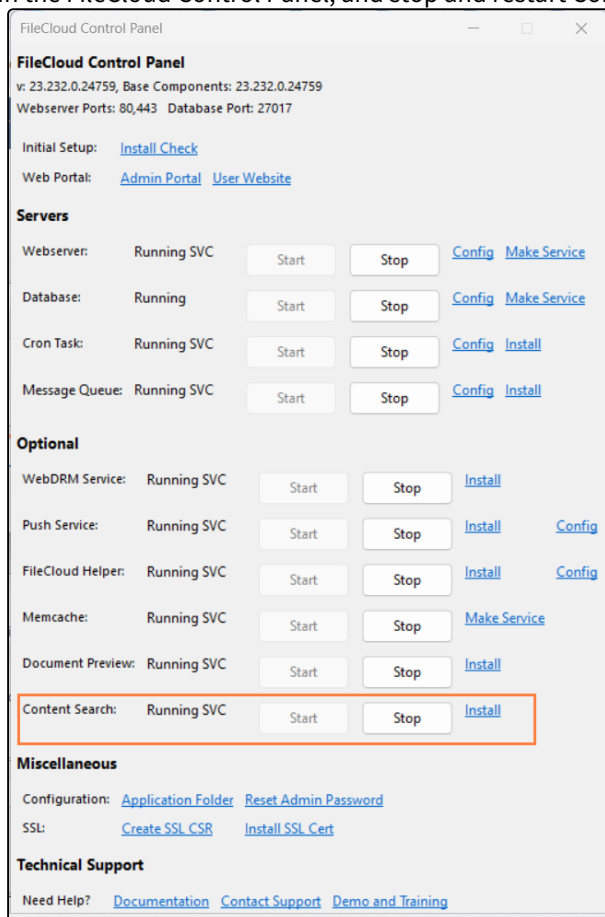
f. Change **Variable value** to the address of the folder you created for jdk, and click **OK**.



g. In the **Environment Variables** dialog box, click **OK**.

4. Log in to the FileCloud admin portal.

5. In the FileCloud Control Panel, and stop and restart Content Search.



Custom settings in configuration files that are replaced during upgrade are not reset in the new configuration files.

Check If the following files are replaced with newer versions during upgrade, and in the case that they are replaced, reconfigure any custom settings after upgrade:

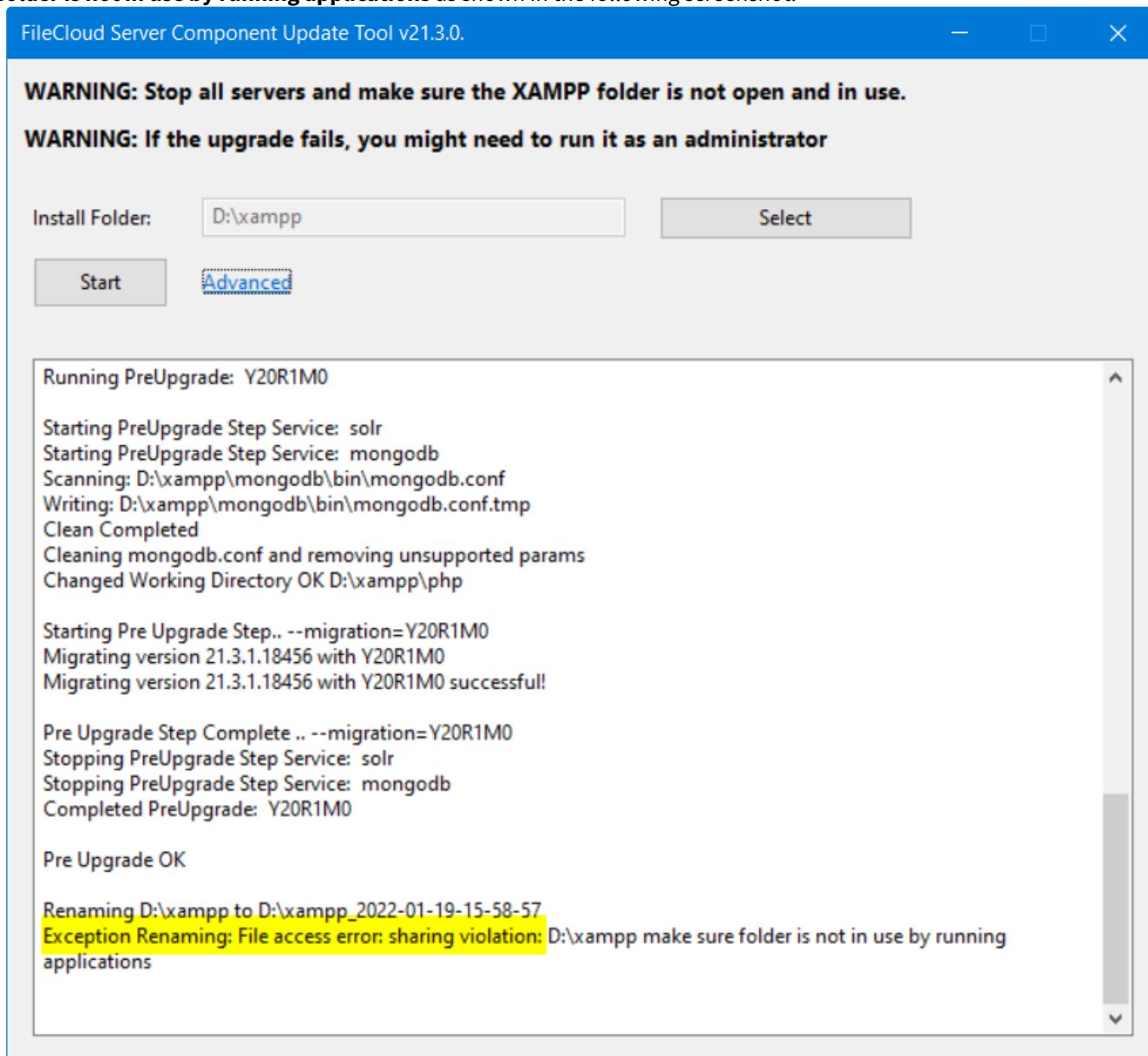
C:\xampp\apache\conf\httpd.conf
 C:\xampp\apache\conf\extra\httpd-filecloud.conf
 C:\xampp\htdocs\htaccess
 C:\xampp\php\php.ini
 C:\xampp\apache\conf\extra\httpd-ssl.conf
 C:\xampp\htdocs\src\Scripts\config\default.json

Troubleshooting the Upgrade Tool

Exception Renaming

Problem:

The upgrade tool returns the error **Exception Renaming: File access error: sharing violation D:\xampp make sure folder is not in use by running applications** as shown in the following screenshot:

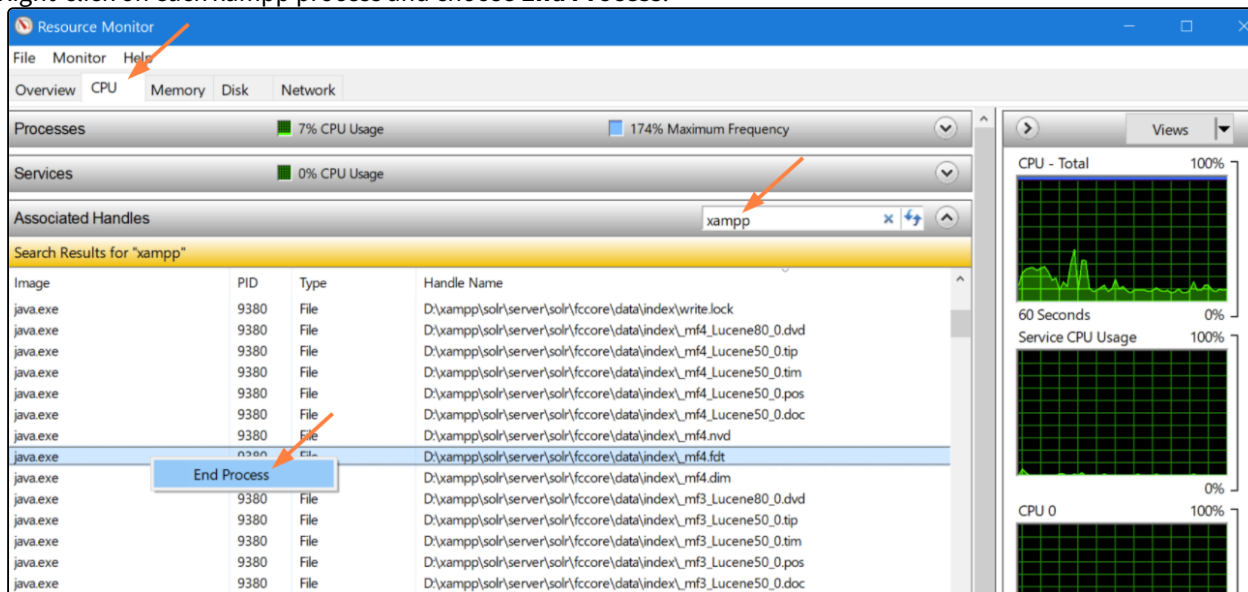


Solution:

Use the Windows Resource Monitor to end the processes that are blocking the move:

1. Start the Resource Monitor by clicking **Win-R**, and then entering **resmon**.

2. Click the **CPU** tab.
3. Search for **xampp** in **Associated Handles**.
4. Right-click on each xampp process and choose **End Process**.



5. Click **Start** in the **Update Tool** interface again.

FileCloud Update for HA on Windows

To upgrade to the latest version, please Contact FileCloud Support.

FileCloud Support can help you upgrade or can provide a PDF with instructions if you would like to perform the upgrade without assistance.

FileCloud Upgrade for HA on Linux

To upgrade to the latest version, please Contact FileCloud Support.

FileCloud Support can help you upgrade or can provide a PDF with instructions if you would like to perform the upgrade without assistance.

HA Update when MongoDB Version is Lower Than 4.2

When you are updating a Windows high availability system, if your version of MongoDB is lower than 4.2, create a new replica set, and use mongoDump/mongoRestore.

To create the new replica set:

1. Back up servers.
 - a. Create a backup or snapshot for all servers.
 - b. Perform a complete [database dump](#).
2. Remove all replica sets.

- a. Stop all FileCloud services.
- b. Remove all replica sets, TLS, and authentication parameters in mongod.conf for all db nodes.
Details about the configuration can be found at [FileCloud High Availability](#).
- c. Delete DB data folder content for all DB nodes:
Linux: /var/lib/mongo/
Windows: C:\xampp\mongodb\bin\data\
- d. Start MongoDB on all nodes.
- e. Confirm that you can connect to all DB nodes with the [mongo shell](#) without authentication and TLS and if the replica set is disabled:

```
> rs.status()
{
  "ok" : 0,
  "errmsg" : "not running with --replSet",
  "code" : 76,
  "codeName" : "NoReplicationEnabled"
}

C/C++ detected
```

- f. Stop MongoDB on all nodes and remove the data folder content again.
3. Perform a standard FileCloud update.
4. Create a cluster and restore data.
 - a. Create a new cluster.
 - b. Restore DB dump using [mongorestore](#).

Disable MongoDB Authentication and IP Binding

If your system uses MongoDB authentication or custom IP binding, prior to using the [FileCloud Update tool for Windows](#), MongoDB authentication and IP binding must be disabled.

To disable MongoDB authentication and IP binding:

1. Backup the MongoDB config file by running the command:

```
copy C:\xampp\mongodb\bin\mongodb.conf %TEMP%
```

2. In C:\xampp\mongodb\bin\mongodb.conf, disable authentication by adding # (a comment character) at the beginning of the line **auth = true**:

```
#auth = true
```

3. Also in C:\xampp\mongodb\bin\mnogodb.conf, disable IP binding by uncommenting **bind_ip_all** and commenting **bind_ip**:

```
#ip address
bind_ip_all = true
#bind_ip = 10.2.3.44
```

4. Restart MongoDB to activate the changes.
5. Test access using mongo shell.
(If you are updating from a version of FileCloud prior to version 23.1, use **mongo** instead of **mongosh** in the following command:

```
cd C:\xampp\mongodb\bin
mongosh --quiet --eval "show dbs"
# you should see output similar to this:
admin                148.00 KiB
config                108.00 KiB
fcbackup              20.00 KiB
fcbackup_duo          20.00 KiB
```

6. [Update FileCloud using the Update Tool.](#)
7. Re-enable IP binding and authentication and restart MongoDB.

Backup FileCloud Before Upgrading

Before updating FileCloud, it is important to back up your data.

Linux manual backup

Windows manual backup

Upgrade FileCloud on Linux

✗ If you have folder-level security (granular folder permissions) enabled in **Settings > Misc > General**, changes in functionality will significantly impact the way existing share behavior works when you upgrade from versions below 23.1 to FileCloud 23.x and higher. If you have granular folder permissions set, please contact FileCloud Support before upgrading to FileCloud 23.x and higher to avoid share and file access issues.

✗ Beginning with version 23.1, Linux installation and upgrades have switched to a new repository-based system, and FileCloud no longer supports Ubuntu 18.04/20.04, CentOS 7/RHEL 7 and RHEL 8. In addition, FileCloud no longer supports Debian. If you are using any of those OS versions, please migrate to Ubuntu 22.04 LTS or RHEL 9.

Upgrading through the admin portal link may lead to permission errors. We recommend upgrading using the procedures on page [Upgrade FileCloud on Linux from Version 23.232 or later to the Latest FileCloud Version](#) instead of upgrading through the admin portal link.

Since support for [OpenSSL 1.1.1 ends on September 11, 2023](#), FileCloud 23.1 uses OpenSSL 3.0. which is not available for previous Linux versions, and therefore FileCloud requires installation or update to the Linux versions listed above.

✗ If you are using native LDAP for authentication and using non-TLS connections set the LDAP Host value to `ldap://hostname`. Older FileCloud versions supported host value without the protocol definition `ldap://`

⚠ MongoDB 6 requires use of the AVX instruction set, which is available on [select Intel and AMD processors](#). If your CPU doesn't have the AVX instruction set, MongoDB 6 will not run. To check whether your CPU has the instruction set, run:
#lscpu | grep -i avx"

Note: FIPS 140-3 modules are still in review for Ubuntu 22.04 and RHEL 9.

If you want to install FileCloud with FIPS, please wait until the OS vendors officially announce they are supporting FIPS.

[Ubuntu information](#)

[RHEL information](#)

Upgrade instructions for Linux

Upgrading FileCloud from 22.1.x to FileCloud 23.241.x

If you have a system with managed storage encryption enabled, you must perform steps to change your file key from RC4 to AES-256 prior to upgrading. See the Upgrade Notes for FileCloud 23.241 or Later for the process to follow.

Upgrading FileCloud from 23.1.x to the latest version

To upgrade FileCloud from 23.1.x to the latest version in Linux see [Upgrade FileCloud on Linux from Version 23.232 or later to the Latest FileCloud Version](#).

Upgrading FileCloud from 22.1 in Ubuntu 20.04 and RHEL 8

You can either re-install FileCloud or upgrade both FileCloud and your operating system.

Option 1: Install one of the supported operating systems, then Install the latest version of FileCloud on the newly installed operating system, and then migrate FileCloud to the newly installed operating system. This is the recommended option.

Option 2: Perform a FileCloud upgrade which requires OS upgrades to Ubuntu 22.04 or RHEL 9.x, For this procedure, please Contact FileCloud Support.

Please note that FileCloud Support cannot resolve OS upgrade problems.

Upgrading FileCloud from versions lower than 22.1

If you are upgrading from a version of FileCloud lower than 22.1 or from an operating system below Ubuntu 22.04 LTS or RHEL 9, please install one of the supported operating systems, then Install the latest version of FileCloud on the newly installed operating system, and then migrate FileCloud to the newly installed operating system.

Upgrade FileCloud on Linux from Version 23.232 or later to the Latest FileCloud Version

✗ Upgrading through the admin portal link may lead to permission errors. We recommend upgrading using the procedures on this page instead of upgrading through the admin portal link.

⚠ If you are upgrading to 23.251 and using a FIPS-enabled system or encrypted managed storage, please follow the pre-upgrade instructions on page Upgrade Notes for FileCloud 23.251 or Later before performing the upgrade steps on this page.

ℹ These instructions are only intended for users who had previously updated to FileCloud Version 23.232 or later when the latest FileCloud version was released.
If you have not yet updated to FileCloud Version 23.232 and want to update to the latest FileCloud version, you only need to follow the instructions on the page [Upgrade FileCloud on Linux](#).

✗ If you are using native LDAP for authentication and using non-TLS connections set the LDAP Host value to [ldap://hostname](#). Older FileCloud versions supported host value without the protocol definition `ldap://`

Upgrade steps:

1. Take server snapshots or back up your files. This will help restore the system to a working state if there are any unforeseen issues.
2. Upgrade using the appropriate procedure below.
3. **Important:** In FileCloud 23.241 and later, the hash algorithm used to verify the FileCloud license has changed. If you are updating from a version prior to 23.241, to enable access to FileCloud, redownload and reinstall your license. See [Install the FileCloud License](#) for help.



- During MongoDB upgrade, when you are prompted to replace the MongoDB configuration file, select 'N' (No) to keep your existing settings.
- When you are prompted to restart services during the upgrade, always restart the default one, which is marked with an asterisk (*).
- In Ubuntu, when you are prompted with "File '/usr/share/keyrings/filecloud.gpg' exists. Overwrite? (y/N)", type y and click Enter to overwrite the existing keyring file.
- When you are prompted with a modified configuration file during PHP upgrade, choose "keep the local version currently installed" to retain your existing custom settings.

To upgrade from 23.232 or later to the latest release on Ubuntu 22.04 LTS:

```
curl -sL https://repo.filecloudlabs.com/static/fcp/apache_check | sudo bash -

curl -fsSL https://pgp.mongodb.com/server-7.0.asc | sudo gpg -o /usr/share/keyrings/
mongodb-server-7.0.gpg --dearmor
echo "deb [ arch=amd64,arm64 signed-by=/usr/share/keyrings/mongodb-server-7.0.gpg ]
https://repo.mongodb.org/apt/ubuntu jammy/mongodb-org/7.0 multiverse" | sudo tee /etc/
apt/sources.list.d/mongodb-org-7.0.list
rm -rf /etc/apt/sources.list.d/mongodb-org-6.0.list

apt update -y
apt upgrade -y mongodb-org
curl -fsSL https://repo.filecloudlabs.com/static/pgp/filecloud.asc | sudo gpg -o /usr/
share/keyrings/filecloud.gpg --dearmor
echo "deb [ arch=amd64 signed-by=/usr/share/keyrings/filecloud.gpg ] https://
repo.filecloudlabs.com/apt/ubuntu jammy/filecloud/23.252 main" | sudo tee /etc/apt/
sources.list.d/filecloud.list
apt update -y
apt upgrade -y apache2 pigz
apt install -y php8.4 php8.4-bcmath php8.4-cli php8.4-igbinary php8.4-common php8.4-curl
php8.4-gd php8.4-gmp php8.4-imap php8.4-intl php8.4-ldap php8.4-mbstring php8.4-memcache
php8.4-memcached php8.4-mongodb php8.4-openssl php8.4-readline php8.4-soap php8.4-xml
php8.4-xsl php8.4-zip php8.4-sqlite3 php-json libapache2-mod-security2
ACCEPT_EULA=Y apt upgrade filecloud -y
a2dismod php8.2
a2dismod php8.3
service apache2 restart
```

To upgrade from 23.232 or later to the latest release on RHEL9

```
curl -sL https://repo.filecloudlabs.com/static/fcp/apache_check | sudo bash -
```



```

dnf module disable httpd -y
dnf module disable php -y

rm -rf /etc/yum.repos.d/filecloud*

cat <<EOF > /etc/yum.repos.d/mongodb-org-7.0.repo
[mongodb-org-7.0]
name=MongoDB Repository
baseurl=https://repo.mongodb.org/yum/redhat/\$releasever/mongodb-org/7.0/x86_64/
gpgcheck=1
enabled=1
gpgkey=https://pgp.mongodb.com/server-7.0.asc
EOF

yum update -y --alloweraseing
yum install yum-utils -y
yum-config-manager --enable mongodb-org-7.0
yum upgrade mongodb-org -y

cat <<EOF > /etc/yum.repos.d/filecloud-23.252.repo
[filecloud-23.252]
name=FileCloud 23.252
baseurl=https://repo.filecloudlabs.com/yum/redhat/\$releasever/filecloud/23.252/x86_64/
gpgcheck=1
enabled=1
gpgkey=https://repo.filecloudlabs.com/static/pgp/filecloud.asc
module_hotfixes=true
EOF

ACCEPT_EULA=Y yum upgrade --alloweraseing filecloud -y

```

To upgrade Solr from 23.232 or later to the latest release for Ubuntu 22.04 LTS and RHEL9

If you have Solr configured before you upgrade, also enter the following command.

```
filecloudcp -s
```

 If your indexed Solr data was created using Solr version 7.x or older, a full re-index is required.

To upgrade Tesseract from 23.232 or later to the latest release for Ubuntu 22.04 LTS and RHEL9

If you have Tesseract configured before you upgrade, also enter the following command.

```
filecloudcp -t
```

To upgrade LibreOffice from 23.232 or later to the latest release for Ubuntu 22.04 LTS and RHEL9
If you have LibreOffice configured before you upgrade, also enter the following command.

```
filecloudcp --install-preview
```