

Reverting to a previous build after an update

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Read this guide if you have updated your helpdesk and want to revert to the previous build you were using.

Prerequisites:

- To restore your helpdesk to a previous version, you must have made a valid database backup *before* applying an upgrade.

1. Disable scheduled tasks

The first step is to disable scheduled tasks. This just ensures that no processes are running on the system while you are in the middle of restoring things.

2. Disable the helpdesk

Next, you should disable the helpdesk itself to make sure no users are trying to use the system.

You can do this by creating a file called `data/helpdesk-offline.trigger`

(You can find the data directory in the root of the Deskpro directory, but you may have moved it by specifying a different path in config.php.)

3. Restore Deskpro files

If you made a *file backup* during your upgrade, you can find it in `data/backups`, named with the current date in the format **YYYY-mm-dd-files.zip**. You should download the file and extract it, then upload all of the old files to your web server, overwriting any that already exist.

If you did *not* make a file backup, you can contact support@deskpro.com and ask for the ZIP of a pristine distribution of the files for your previous build. For users looking to revert from "[new admin](#)", the build you want is most likely #322 which you can [download here](#). The process is the same: Download the ZIP from Deskpro, extract, then upload the files to

your server.

Important Be sure you do not delete or overwrite your data/ directory or your config.php file. Just to be safe, we recommend you *move* data/ and config.php out of your Deskpro directory until after you have replaced all of the files, then move them back.

4. Restore the database

Next you need to restore your database. If you made a *database backup* during your upgrade, you can find it in data/backups named with the current date in the format **YYYY-mm-dd-database.zip**.

- Create a new database. This will be used to restore into, leaving your current database untouched.
- Restore the database. We recommend restoring the database directly from the command-line using the [mysql client](#)

```
mysql -u<user> -p<pass> <your_new_db_name> <
/path/to/backupname.sql
```

5. Update config.php

You need to edit config.php and change the DP_DATABASE_NAME option to use the new database you created above.

6. Re-enable the helpdesk

If any of these files exist, delete them:

- /auto-update-is-running.trigger
- /auto-update-status.php
- /data/helpdesk-offline.trigger
- /data/tmp/dql.cache

If you disabled scheduled tasks before in step 1, you should re-enable them now.