

Upgrade

Table of Contents

- 1 [Download the latest connector version](#)
 - 1.1 [Renewal process](#)
- 2 [Upgrading process](#)
- 3 [Troubleshooting](#)



Connector Upgrade Service

Did you know that you may order professional connector installation by Koongo support team? Just place an order of [Connector Installation](#) service!

Download the latest connector version

You are allowed to download the connector updates released within a valid *Support & Updates* period associated with your *License Key*. Thus, **if your Support & Update period is valid** at the moment of release of the connector update you may proceed immediately with connector update downloading, as shown in the figure below.

- My Account in [Koongo Store](#) after successful logging in:

The screenshot shows the Koongo Store website interface. At the top, there is a navigation bar with the Koongo logo and links for 'My Account', 'My Cart', 'Checkout', and 'Log Out'. Below this is a secondary navigation bar with links for 'Home', 'Koongo Connectors', 'Support & Updates', 'Plugins', and 'Customize'. The main content area is divided into a sidebar and a main product list. The sidebar on the left has sections for 'MY ACCOUNT' (with 'Downloadable Products' highlighted in red), 'SUPPORT', and 'RECENTLY UPDATED'. The main content area is titled 'Downloadable Products' and shows a list of products. The first product is 'Koongo Connector for Magento Module for Magento 1.4 - 1.7 CE', which is highlighted with a red box around the 'Release 6.2.1.0' link. Below this, there are two other products: 'Release 6.0.0.0' and 'Release 5.0.0.2'. Each product entry includes a list of features or updates and a 'For download click here:' link.

- [My Account](#) in [Koongo Store](#) after successful login in

Renewal process

However, **if your Support & Updates period has expired** you will see a notice encouraging you to renew your *Support & Updates* period.

- The most convenient way how to renew your *Support & Updates* period is to click on one of the links displayed. Since you are already logged-in, you will be automatically redirected directly to *Checkout* and all information necessary for order placement will be auto-filled. The only thing you need to do is to choose the payment method.
- The renewal process starts automatically immediately upon we receive your payment. You should get an email confirmation that your *Support & Updates* period has been extended.
- Subsequently you can proceed with connector update downloading or with [updating your feed and taxonomy list](#).
- For details please see [License Conditions](#).

The screenshot shows the 'Downloadable Products' section of the Koongo store. The main heading is 'Downloadable Products' with a sub-heading 'Koongo Connector for Magento'. Below this, there is a list of releases. The first release, 'Release 6.2.1.0', is highlighted with a red box. A red arrow points to the text 'renew your Support & Updates period' next to the release details. The release details include a message: 'Your Support & Update period expired on 8 30, 2013. To download this module version, you need to renew your Support & Update period.' followed by two options: 'Renew Support & Updates for 6 months - €58 Excl. Tax, €71 Incl. Tax' and 'Renew Support & Updates for 12 months - €97 Excl. Tax, €118 Incl. Tax'. Below this, there is a list of features: 'new! Attribute Filter', 'new! Custom Feed Layout', 'new! Shipping Costs Export', 'new! Cron Scheduling', 'improved Product Filter', and 'and much more! - see a complete list'. The page also includes a sidebar with navigation links and a top navigation bar.

Upgrading process

Basically, you just need to upload the new source code files to your Magento installation folder. We recommend you to follow the same procedure chosen for [connector installation](#).

Connector and *Export profiles* settings remain intact.

Troubleshooting

Common Magento issues related to module installation:

- [404 error after connector installation](#)
- [Service Temporarily Unavailable](#)