

How to Update Alexandria

Getting Started

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Updating Alexandria



This page has been moved to <https://support.goalexandria.com/alexandria-setup-options/self-hosting/>

Each month, a new version of Alexandria is released with features, improvements, and/or bug fixes. COMPanion automatically updates all Cloud-Hosted users, but all Self-Hosted users will need to manually update the software. See the **Installation** section below for instructions on updating Alexandria.

Don't miss out!

Sign up to be notified of upcoming releases.



This page has been moved over to <https://support.goalexandria.com/release-notes/>

All release notes 23.9 and onward are on the new Support Center.



Latest Release

[Release Notes](#)


Feb 20, 2024 • updated by [Myra](#) • [view change](#)

How to Update Alexandria

When you host with us, we take care of all updates! During these updates—the second to last or last weekend every month (Saturday and Sunday)—please plan for possible downtimes with Alexandria. And if you need to contact Customer Support over the weekend, [please call us](#) (emails are only responded to during regular business hours Monday–Friday).

Self-Hosted Updates

Once all of the Cloud-Hosted servers have been updated, we will make the update available to Self-Hosted servers.

 We highly recommend you consider [Cloud Hosting](#).

Not every version is able to update to the newest version, so the Available Updates window will only include those versions that meet your machine and version requirements.

Self-Hosted Notice - Mac

If you self-host on a Mac, hold off updating your servers to macOS 10.15 Catalina until you can update to Alexandria 22.8 or later (64-bit compatible releases).

If you self-host on a Mac, here's how to install the update on your Self-Hosted server:

1. [Log in to Alexandria](#).
2. Append **/admin** to the end of your Alexandria URL.
3. Click the **Actions** menu, then select **Check For Updates**.
4. Select the update version from the list, then click **Update**. Your update will now download.
5. The update screen will close automatically and you will be redirected to the login window.

Self-Hosted Notice - Windows

As of 2023 our self-hosted update process has changed.

If you self-host on a Windows machine and are on Alexandria 22.6 or earlier: [Contact us](#) for instructions and assistance updating to the latest version.

If you self-host on a Windows machine and are on Alexandria 22.12 or later, here's how to install the update on your Self-Hosted server:

1. [Log in to Alexandria](#).
2. Append **/admin** to the end of your Alexandria URL.
3. Click the **Actions** menu, then select **Check For Updates**.
4. Select the update version from the list, then click **Update**. Your update will download to the Updates folder in your Alexandria Support folder.
 - a. The download may take several minutes.
5. The update screen will close automatically and you will be redirected to the login window.
6. Once the installer has downloaded, and not before, quit Alexandria.
7. Remove your existing Alexandria application using **Add or Remove Programs** in System Settings.
8. Run the newly-downloaded Alexandria Installer.

Important Information

Version Numbering Change

As of 20.1, we've simplified our versioning scheme by dropping the series version. We now use the following:

- xx = academic year, beginning in June; yy = month

For example, 20.1 means:

- 20 = 2020 academic year
- 1 = The first monthly update (June)

Centralized Catalogs

If you have more sites than you are licensed for, contact our Sales team immediately at 1-800-347-6439. You can check this in Sites Management; the number of total sites plus the Union Site shows at the top, and the number you have licensed is at the bottom. The Union Site does not require an additional license.

Data Conversion



These Data Conversion notes are for Self Hosted users updating from v7 and switching from v6. If you are cloud-hosted or moving to cloud-hosted, we do everything for you!

Data conversions from older versions may not be supported. Before updating, please check the version you're currently running.

Updating from v7

If you're already running 7.17.12 or newer, you can update to the latest version. But if you're running an older version, you'll need to update a few times.

- **Running 7.16.3?** Update to 7.17.12 before updating to the latest version.
- **Running 7.16.2?** Update to 7.16.3, then to 7.17.12, before updating to the latest version.
- **Running an even older version?** Contact COMPanion Support for assistance. Depending on your current version, your upgrade path may go through one or more of the following: 7.15.3 7.16.2.6 7.16.3 7.17.12 Current Version

Upgrading from v6

The process to update from 6.23.1 to v7 is quite a bit different than updating from a more recent version. Check out our [v6 to v7 Conversion Guide](#) for more information.

- **Running 6.22.9 or older?** Update to 6.23.1, then to 7.17.12, before updating to the latest version.



Data conversion can take up to 10 minutes for a single database of average size or longer for larger collections and Centralized Catalogs, during which time the program will be inaccessible in your browser. Do not fear; it's still working. If you're concerned, check your server logs for a progress update.

[Link](#)

Troubleshooting

Troubleshooting

If you're Self-Hosted and having issues updating, make sure you're allowing full permissions to the Alexandria Support folder and temp/cache folders, particularly Cleanup at Startup.

Still having problems? Feel free to [contact Customer Support](#) for assistance.