

## Update Issue - How do I update a forgotten data directory

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### **Update Issue - How do I update a forgotten data directory**

**Issue:** During the update process (normally during Phase2), the customer says they forgot to update a data directory.

**Notes:** Not all machines will have access to all of the data directories that a customer has on their server. Normally it is recommended that they have one machine that has access to all the data directories and that the phase 1 of the updates be run from that machine.

**Resolution:** To update a missed data directory, the phase1 of the update will need to be run on a machine that has access to that directory. Since the other directories have been updated, this new machine will need to run the Phase1 of the update, using the "Custom install" of the update. For the data directories, they will specify ONLY the directories that were not previously updated. This machine will then need to run the Phase2 of the update, again using the "Custom install" of the update. For the data directories, they will specify ALL of the data directories that this machine is to have access to.