

## Step-by-Step Video Tutorial (Recommended)

The quickest way to perform an upgrade is to watch the [step-by-step video tutorial](#). Just click the image below to start the video. You should have basic knowledge of PHPMyAdmin and FTP.

### Prelude

If you are upgrading from SendStudio NX or a previous version of Email Marketer: Please read *every* step of the relevant instructions before undertaking the first step. It is always a good idea to backup your data before performing any sort of update. Before you begin the upgrade process, you must ensure that you have a full backup of your database. After you have backed up your database, ensure that you download the complete contents of your current installation to a safe location on your local machine.

**YOU MUST BACKUP YOUR DATABASE AND INSTALLATION BEFORE YOU BEGIN!**

### Overview

Essentially what you're about to do is replace your current installation of Email Marketer or SendStudio with a fresh install and then restoring any private labeling assets that you have in your current installation, as well as restoring the following directories and files:

- /admin/com/storage/
- /admin/includes/config.php
- /admin/temp/
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The renaming process outlined below serves to reduce the likelihood that someone visits your site while key Email Marketer files are mid-update. It also serves to provide a working backup of your existing installation, should something go wrong during the upgrade.

### Downloading Files

To begin, download the latest version of Interspire Email Marketer via your client area. Also, be sure to download the complete contents of your existing installation to a safe location on your desktop.

1. Download the new version from the [clientarea](#)
2. Backup all of your existing files

### Uploading Files

Unzip the Interspire Email Marketer package onto your local hard drive. If you don't have [Winzip](#) you can download it for free.

1. Using an FTP program (such as Filezilla, which is free, or a commercial package such as CuteFTP), login to your web server and Create a new directory, using the same name as your current installation, in your domain's root named /somename-new/. For example, if your copy of Email Marketer is located in a directory named /marketing/, create a new directory named /marketing-new/. After you have created your new folder, simply upload the contents of this download into your new directory. Please note, when you uncompress your download, it will create a folder named /emailmarketer. Please DO NOT upload this folder. Rather, upload the CONTENTS of this folder in your new directory created earlier.
2. Once the upload is complete, restore the contents of the following folders on your server:
  - /somename/admin/com/storage/ ---> /somename-new/admin/com/storage/
  - /somename/admin/includes/config.php ---> /somename-new/admin/includes/ (be sure to overwrite the old config.php)
  - /somename/admin/temp/ ---> /somename-new/admin/temp/
3. Also be sure to restore any private labeling assets that you have from your original installation to your new installation.
4. When you have restored all the items in step 2, rename the following folders on your server:
  - /somename/ -----> /somename-old/
  - /somename-new/ -----> /somename/
5. Clear your browser's cache and visit your installation's URL.

## File Permissions

Interspire Email Marketer requires the following files/directories to have 'write' permissions set. If you're running on a Linux or Unix web host, you can use your FTP program and use the 'CHMOD' ('Change Mode') function to grant write permissions. If your host is running Windows, you will need to contact them about setting up write permissions on these files/folders. Also, if a folder listed here doesn't exist, please create it.

### Files, CHMOD this file to 646:

- /admin/includes/config.php

*Note: Although it says 646, some webhosts may require 664 or 666 instead.*

### Folders, CHMOD these to 757:

- /admin/temp/
- /admin/com/storage/

*Note: Although it says 757, some webhosts may require 775 or 777 instead.*

## Restoring Your Files

If you have modified your Interspire Email Marketer files with custom functions or changed the look and feel of the application, you should now upload these files. You should check the changelog.txt file found in the root folder of the zip file you downloaded to see what files have been modified so that you can make sure your customizations all still work.

Congratulations, you are now ready to login to the Interspire Email Marketer control panel and start adding content! Your control panel will be accessible by browsing to <http://www.example.com/youremailmarketerinstallation/admin>.