

# Server Update Process

04/30/2025 3:09 pm CDT

## Overview

When Sellercloud adds a new feature or makes a fix, a server update is usually required. You will be notified that this update is needed, and then an update request will be submitted by [Sellercloud Support](#). Learn more about the updating process and how long it will take.

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## Server Update Process Explained

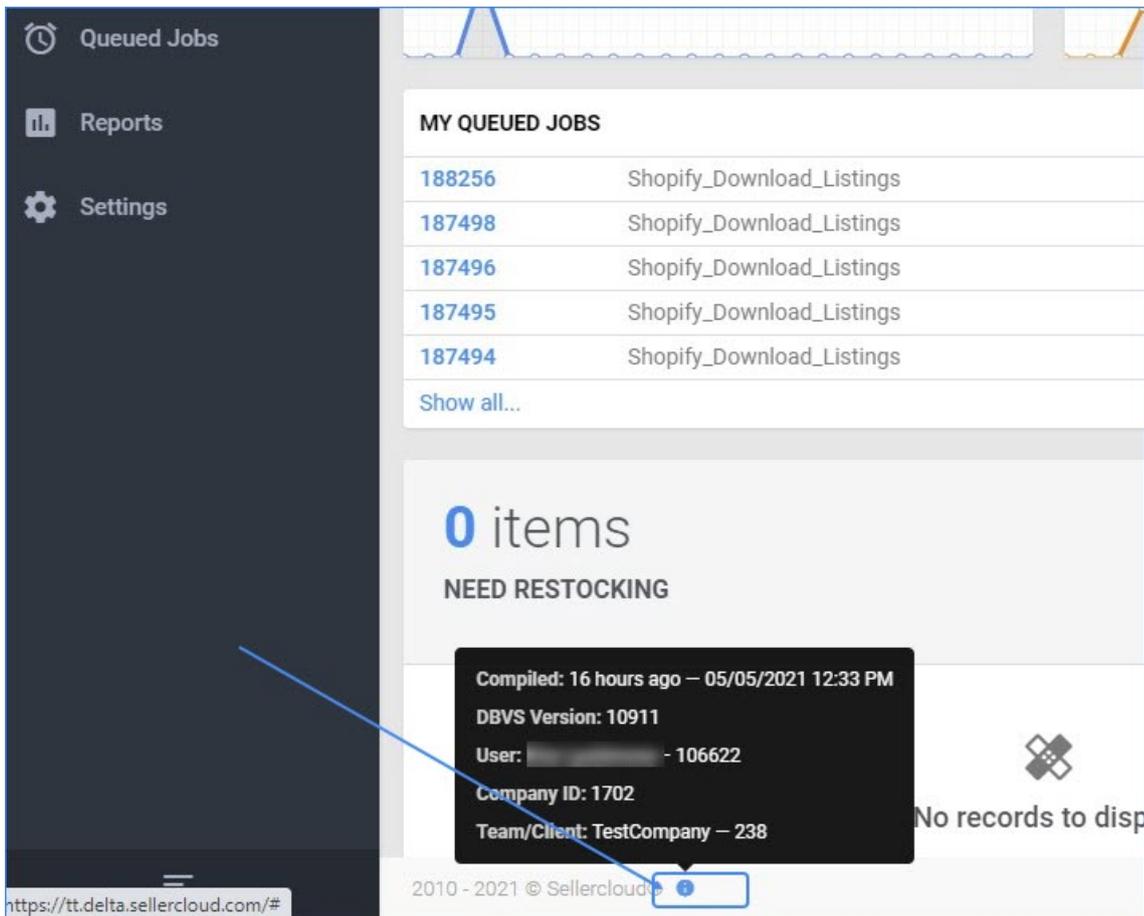
The workflow for this process is as described below.

1. A new feature is added to Sellercloud, an update to a current one occurs, or a bug fix is ready.
2. [Sellercloud Support](#) lets you know via a ticket that you need to perform a server update to access the new feature or apply the bug fix.
3. Sellercloud Support submits an update request, which shows up with the **Pending Approval** status. This status will change to **Approved** as soon as an updated, stable version of Sellercloud is tested and approved by the Project Manager.
4. When the update is **Approved**, you will receive an automatic email notification confirming that you are scheduled to have a server updated.
5. Your update is **Completed**.

Server updates are typically performed at 6 AM EST. Sellercloud avoids performing updates during the weekend or on holidays.

After the server update is complete, you can view the **Last Write** date/time of your Sellercloud account to confirm the date/time of your account's latest updated version. The **Last Write** date/time should be *after the date/time the change was added* for you to see the update on your Sellercloud account.

To see the **Last Write** date/time, hover over the **Information** icon at the bottom.



## Server Update Process Timeframe

While [Sellercloud Support](#) will do its best to have the changes implemented on time, the process to update your server can take a while. A few reasons for this are:

- New integrations or changes from channels or workflow need to be tested
- Busy time of the year, like the holidays, can impact workflow and cause delays
- There are three types of servers (**Shared**, **Dedicated**, and **Client Hosted**)
  - **Shared**: If you're on a shared server, updating an issue for you may also impact the other clients who share your server.
  - **Client Hosted**: These servers need to be updated manually, and it may take a while to perform a manual update.
- Prioritization of critical fixes over enhancements and minor issues

## Overview

When Sellercloud adds a new feature or a fix occurs, this usually requires a server update to implement these changes. You will be notified that this is needed, and then an update request will be submitted by [Sellercloud Support](#). Learn more about the updating process and how long it will take.

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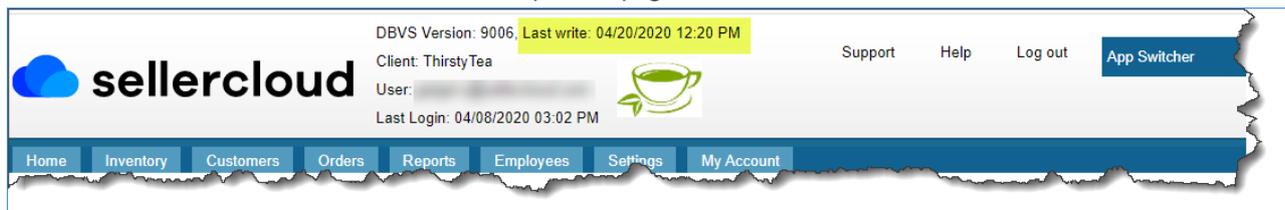
The workflow for this process is as described below.

1. A new feature is added to Sellercloud, an update to a current one occurs, or a bug fix is ready.
2. Then [Sellercloud Support](#) lets you know via the ticket that it's necessary to perform a server update to access the new feature or have the bug fix applied.
3. Sellercloud Support submits an update request with the **Pending Approval** status. This status will change to **Approved** as soon as an updated, stable version of Sellercloud is tested and approved by the Project Manager.
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## Server Update Process Timeframe

While [Sellercloud Support](#) will do their best to have the changes implemented on time, the process to update your server may take a while. There are a few reasons, such as:

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