Plugins Incorrectly Upgraded

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Plugins Incorrectly Upgraded.

A troubleshooting guide to help when plugins have been incorrectly upgraded.

Symptoms

The initial symptoms for plugins having been incorrectly upgraded vary. However, in general:

- The Revive Adserver installation will have been upgraded some time before the issue was first noticed; and
- The problem that will generally be noticed is some kind of overall lack of functionality with Revive Adserver.

The lack of functionality that may be noticed can include:

- No delivery statistics are being logged;
- Some of the banner types are missing when trying to create a new banner;
- Delivery of banners is not working at all;
- Some of the zone invocation tag types are missing when trying to create zone tags;
- Reports don't work;
- Delivery Options are missing when trying to target a banner and/or delivery rules are not working.

Troubleshooting Process

To confirm the diagnosis that one or more plugins have been incorrectly upgraded:

- As an administrator user, go to the **Plugins** tab.
- Confirm that all of the standard Revive Adserver plugins are installed, and that their status is "Enabled". If they are not, then instead see the [Plugins Missing or Disabled](#) trouble shooting guide.
- For each of the standard Revive Adserver plugins:
    - Click on the "**Details**" link for the plugin.
    - Confirm that in the plugin's details, the row or rows in the table with the headings of Group, Version, Author etc. have just a number listed in the Group column, rather than a name.

Only when there is at least one standard Revive Adserver plugin that is installed with a status of "Enabled", but where the "Group" for each plugin component is listed as a number, rather than a name, is the cause of the issue an incorrectly upgraded plugin.

Resolution Process

To resolve:

- If required, re-download the Revive Adserver package from [www.revive-adserver.com.](#) Make sure that you download the same package version as you have currently installed.
- If required, unpack (e.g. unzip) the Revive Adserver package on your local computer (i.e. not the server where Revive Adserver is installed, but your local PC).
- As an administrator user, go to the **Plugins** tab.
- In the **Install new plugin** section, click on the **Browse...** button.
- Use the pop-up window to navigate to where your Revive Adserver package is on your local computer. In the package's etc/plugins directory, locate the .zip file for the incorrectly upgraded plugin, and select it.
- In the **Install new plugin** section, double check the plugin .zip file is the one you want to fix, and click on the **Import (code only)** button.
- Confirm that the plugin is installed and enabled and that the "Group" for each plugin component (on the plugin's Details page) shows as a name, instead of a number.

You may need to repeat the above process multiple times if more than one of the standard plugins has been incorrectly upgraded.