

# Support and Updates

## What are Support and Updates?

Support and Updates are required in order to receive official [support](#), and to upgrade to new releases. Support and Updates may expire depending on the license you have, and can be renewed.

### Support and Updates by License Type

| License           | Support & Updates Plan       | Renewal Cost | Renewal Term |
|-------------------|------------------------------|--------------|--------------|
| Monthly Branded   | Forever, as long as current  | N/A          | N/A          |
| Monthly Unbranded | Forever, as long as current  | N/A          | N/A          |
| Owned Branded     | 1 year from date of purchase | \$39         | 1 Year       |
| Owned Unbranded   | 1 year from date of purchase | \$39         | 1 Year       |
| Owned Lifetime    | Forever                      | N/A          | N/A          |

## How do I purchase Support and Updates?

To purchase a Support and Updates plan, you must have an Owned Branded, or Owned Unbranded license. Log into the [client area](#) and click the "Manage" link next to your license, then click "Addons", and select Support and Updates from the drop down menu, and continue to purchase.

If you received your license from a reseller, please contact the reseller in order to purchase Support and Updates.

## When can I purchase Support and Updates?

You can purchase Support and Updates anytime. If you purchase before your included Support and Updates expire, they will be good for a year from the time the included Support and Updates expire. There is also no penalty for purchasing Support and Updates after your included Support and Updates expire, in which case Support and Updates will begin immediately and be good for 1 year.

## Can I upgrade Blesta if my Support and Updates have expired?

If your Support and Updates have expired, you can only upgrade to a newer *patch* version of your current minor version. For example, if you are currently using Blesta version 4.5.0, but Blesta has released version 4.5.1 and 4.5.2, you can upgrade to either 4.5.1 or 4.5.2 even if your Support and Updates are expired.

You will need to renew your Support and Updates if you want to upgrade to a newer *major* or *minor* release. A new major or minor release is any version of Blesta where either of the first two sets of numbers differs from your current version. For instance, if you are using version 4.5.0 of Blesta (i.e. major version 4, minor version 5, patch version 0), you cannot upgrade to version 4.6.0 or 5.0.0 without current Support and Updates.