

What happens to my customization after upgrade?

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Customization jobs are not carried over automatically with upgrade. Any customization work performed on your existing KB (regardless of whether the change was minor in nature or not) will have to be re-done (even if you have an active support and maintenance contract) if you decide to upgrade your PHPKB edition to its latest release. The cost to re-implement those changes may not be the same as of last time however it will be lesser than the initial implementation cost. You can [contact us in the customer area](#) for any clarifications you may need regarding the cost for re-implementation.

Online URL: <https://www.phpkb.com/kb/article/what-happens-to-my-customization-after-upgrade-67.html>