# Known Issues in V4

We encourage all users to comment on v4. If you have encountered any issue that is not listed here, please discuss the issue in Discussion Forums. When an issue discussed is accepted by the development team, we will update it here to keep everyone in the loop on the latest progress.

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When a process is deployed, existing process instances are migrated to the newer version in the background. Should a shutdown occur before the migration is completed, the remaining process instances are stuck referring to the old version. An exception will be thrown when you attempt to open those process instances from the Inbox.

The temporary solution for this known issue is to manually correct the data in the database with the following steps:

1. Please ensure that you backup your database and installation.

2. Check the app_package table to see the "packageVersion" that matches the corresponding "appId" and "appVersion". For example the value could be "10".

3. Update the PDefName to that version (e.g. crm#10#approver_process) for the matching activity "Id" in SHKActivities

```
update SHKActivities set PDefName = "crm#10#approver_process" where ProcessId in (select id from SHKProcesses
where PDefName = "crm#9#approver_process" and State = 1000000)
```

4. Update the ActivityProcessDefName to that version (e.g. crm#10#approver_process) for the matching activity "Id" in SHKAssignmentsTable

```
update SHKAssignmentsTable set ActivityProcessDefName = "crm#10#approver_process" where ActivityProcessId in
(select id from SHKProcesses where PDefName = "crm#9#approver_process" and State = 1000000)
```

5. Update the PDefName to that version (e.g. crm#10#approver_process) for processes which failed to update in SHKProcesses table

```
update SHKProcesses set PDefName = "crm#10#approver_process" where PDefName = "crm#9#approver_process" and
State = 1000000
```