

BigCommerce Upgrade Guide

Interspire Pty. Ltd.

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Introduction

New versions of BigCommerce include bug fixes and new features. Sometimes these fixes or features will affect the template files used by your store. If you've modified your store design, then these changes may not be automatically applied and will require your attention.

To ensure that new features are working correctly and that existing features continue to work as expected, you'll need to revert or merge your modifications with the changes made in the new version of BigCommerce.

Merging your modifications with the new changes can be tricky and is a task that should only be performed by someone with sufficient HTML and CSS knowledge. If you have a web-designer who made your modifications, then you should contact them and get them to reapply those modifications to the updated template.

Structure Of This Document

The BigCommerce Upgrade Guide is divided in to several smaller parts, for easier reference and navigation.

How Do I Upgrade My Store? deals with the steps that you need to undertake to schedule an automatic upgrade of your BigCommerce store to the latest version of the BigCommerce software.

What's New in BigCommerce? contains an overview of what's new and improved in the new version of BigCommerce.

How Do I Upgrade My Store Design? contains an overview of our recommended method for you to update your customized store design to support the new version of BigCommerce, and also includes a list of the template files that have been updated since the release of the version of BigCommerce on your store at the moment.

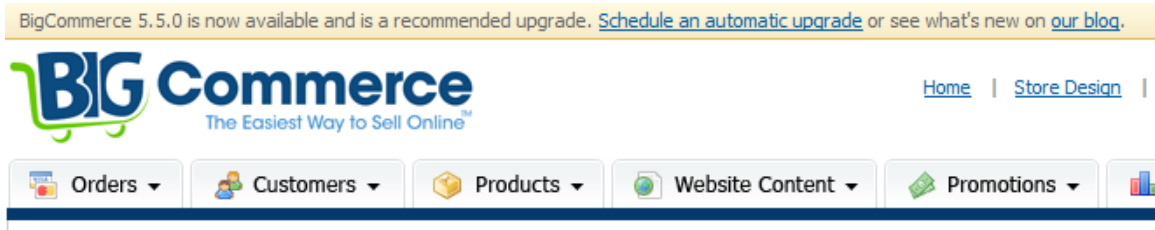
Help Upgrading Your Store

If you require assistance with upgrading your store to BigCommerce, we're here to help. You can find additional resources and help with upgrading at the following web pages.

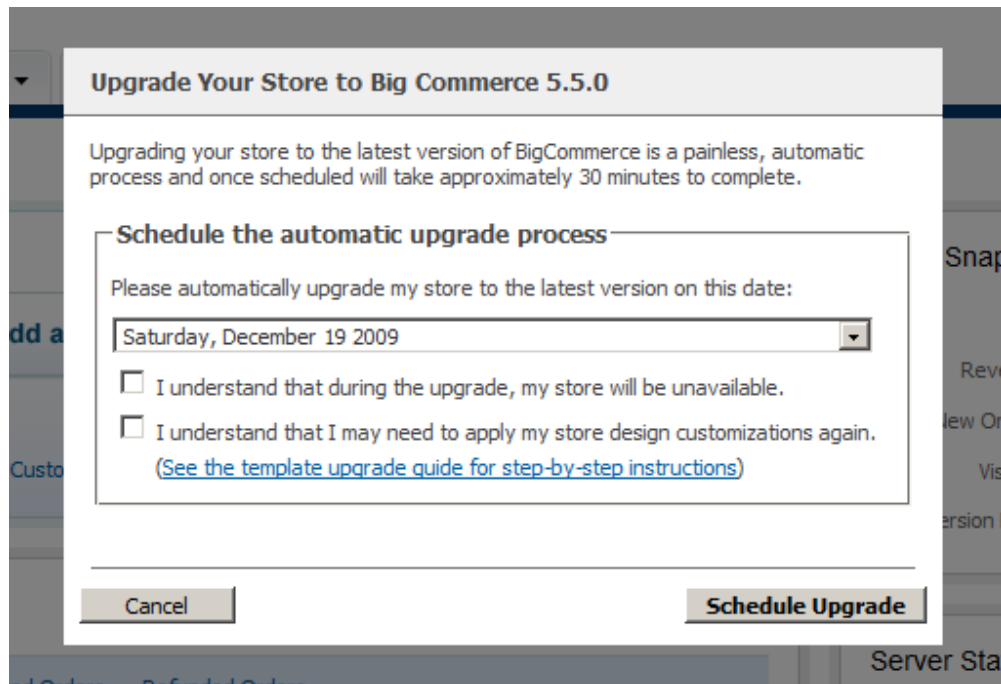
- **BigCommerce Community Support Forum**
<http://www.getsatisfaction.com/bigcommerce/>
- **BigCommerce Support Portal (Knowledge Base and Support Ticket System)**
<http://support.bigcommerce.com/>

How Do I Upgrade My Store?

When a new version of BigCommerce is available, you'll have the choice of upgrading your store to the new version. When you log into your control panel, you'll receive a message asking if you want to schedule a time for an upgrade.



To upgrade your store, click "**Schedule an automatic upgrade**". A popup will appear that looks like the following:



Select when you'd like the upgrade to be performed. Then check the boxes to confirm you understand that your store will be temporary unavailable during the upgrade and that you'll need to reapply your template customizations to your store.

What's New in BigCommerce?

Changes in BigCommerce 6.0

Major New Features

- **Sell your products on eBay**
List your products on eBay as an auction or BIN listing in about 5 clicks. Orders are created automatically in your store when an auction is won or a BIN listing is purchased.
- **Shopping comparison export**
In just a few clicks you can export your products for listing on PPC shopping comparison sites BizRate, Shopzilla, Beso, NexTag, PriceGrabber, Shopping.com and MySimon.
- **Automated email marketing**
Setup rules which define how newsletter subscribers and customers are added to your email lists in MailChimp and then follow up automatically with autoresponders.
- **Mobile Commerce**
With a webkit-based mobile design that looks great on iPhone, iPad, Palm Pre, Blackberry and Android devices, your customers can buy from you wherever they are.
- **Accept and easily manage pre-orders**
Accept pre-orders for products in your store. Specify the product availability date, pre-order message and easily find and ship pre-ordered items in a few clicks.
- **More Facebook Integration**
Our free Facebook application SocialShop now includes the ability to add "Like" buttons to product pages and describe your products using Facebook's new OpenGraph data standard.
- **Social comments & reviews**
Easily enable IntenseDebate or Disqus on web pages for commenting and product pages for reviews that can be shared on Facebook and Twitter.
- **Edit photos in your browser with Picnik**
Edit photos directly from your control panel using Picnik.com — the most popular web-based photo editing software in the world. Remove red eye, rotate photos, resize and more.
- **Amazingly flexible tax system**
Tax zones allow you to create multiple tax rates which can be "stacked". These are required if you're looking to sell internationally or even deal with local state and county taxes.
- **Address label printing with Shipworks**
Manage and print shipping labels, integrate with UPS Online Tools, UPS Worldship, Stamps.com, Endecia and more via integration with Shipworks — in just 3 clicks.

- **Edit robots.txt file**
Advanced users can edit their robots.txt file to tweak indexing and crawling options for search engine optimization purposes.
- **“Also viewed” products panel**
Increase average order value by automatically finding and displaying products in your store which other customers have viewed after viewing the current product.
- **Non-WWW redirect & vice-versa**
Improve your search engine rankings and remove duplicate content by explicitly redirecting your non-WWW domain to your WWW domain or vice-versa.
- **Minimum and max order quantity**
Specify a minimum and/or maximum order quantity for each product in your BigCommerce store.

Improvements and Other Changes

- As a store owner, I'd like for my customers to see the amount saved by using their coupon code to be shown on the invoice
- Modal dialogs shouldn't display an hourglass cursor when hovering outside the dialog
- Image Manager permission does not exist/show up in the user permissions list for a store administrator
- As a store owner who sells in a competitive space, I need coupons to apply discounts per order, not just per product
- Duplicate content issues with pages that contain dynamic URLs (specifically product tags, categories and brands)
- The FedEx checkout module needs to use the new API to support Australian (and possibly other) addresses
- Ability to disable real-time shipping quotes when using Google Checkout
- Add a "Don't show this message again" option to the "You didn't enter all physical dimensions" message
- Alt tags not being populated on the category list page
- Store owners should be able to use select elements as configurable fields
- Product Image Thumbnails are not including the alt tag from the main product image description.
- Allow multiple shipping addresses with the PayLeap gateway
- Reserved template top menu being cut off
- Changed the country name 'Taiwan, Province of China' to 'Taiwan'
- Products with a fixed shipping cost do not get free shipping with discount rules
- Product price is updated incorrectly on edit an order page when changing the quantity of an item with customer group discount
- Disabling the "Account Creation" setting still lets you create an account during checkout.
- A large tag in the brands tag cloud causes display issues
- Deleting a product variation not assigned to any products shows an empty "Affected Products" window
- ESelectPlus DirectPost module does not submit the payment details form during express checkout on Internet Explorer 8

- Client Receives Google Checkout on Entry into GC - Invalid State
- Coupon code expiry dates are not what you expect, depending on store & server time zone
- MyVirtualMerchant does not pass the customer ID - instead it passes a hardcoded customer ID of 111
- Images that are uploaded to the email templates are set to use relative path URLs
- MyVirtualMerchant address field is not limited to 20 characters or less
- XML Import Turns On Variations Even If None Are There
- If an order qualifies for free shipping then the shipping calculator in the cart page is not visible
- Importing Tracking Number Does Not Update the Ship Date
- When changing a physical product with inventory tracking enabled to a digital product, inventory is still tracked (or when 0, the product can't be purchased)
- Checkout account creation does not work with payment providers that implement pingbacks
- When I upload new images to the image manager the count "0 of 0 Images Shown Below" isn't updated
- I still see the day/week/month/year heading on the home page if I'm not an admin but the stats don't show
- Product variation options (such as "Red" for color) cannot have a # in the name - it messes up the list of variations when assigned to a product
- As a shopper buying a product, if I choose one variation option (such as size) and then color, if I change the size then I also have to reselect color when I shouldn't have to
- If a product's RRP is lower than the highest price of any of the combined variation options it shouldn't be shown on the product page
- Problems with orders over 20KG for Australia Post shipping
- The "View Categories" page in the control panel should degrade to no drag/drop and the addition of paging for stores with a large number of categories
- Customers in groups don't get correct pricing when they login AFTER adding an item to their cart
- First name and last name values entered during express checkout aren't separated by a space
- Extra whitespace after order status dropdown and payment status text on order page
- Internal Server Error on callback from Google Checkout
- Wrong permission is being checked for Export Subscribers
- Cannot download QBWC configuration file in IE
- Discount rules + multi-address shipping cause order totals and discounts to be incorrectly calculated
- Unable to use only store credit when checking out an order
- Sitemap contains URLs that do not exist because the webpage is linked to a different page on the site.
- Homewares template does not display the "submit" button in the search bar when viewing the default template in IE 7 & 8
- Google Base feed is using the temporary store URL for the image links

- Google Checkout not pulling in flat rate shipping rates by zip code
- Watches template shows product "storewide thumbnail images" to go outside the product frame
- Current Stock text alignment issue on Blue Template
- Able to use coupons twice if using Google Checkout
- Free Shipping by Shipping Zone is not recognized by Google Checkout
- Products Tags are not removed when they are no longer used by products
- When accessing the control panel over a secure connection, the Google Sitemap XML file link is the secured link for the store
- Selecting 'None' for a product variation does not update the product price
- Email address is not captured for a guest order when multi-page checkout is enabled
- Antiques - Brown template is missing the AJAX loading indicator CSS and image
- AJAX loading indicator is incorrectly positioned on the StoreSuite template
- Bargains - Red top menu (my account, view cart etc) template renders in the wrong position in Internet Explorer 8
- The "Categories" heading in the Car Audio template is incorrectly positioned on product pages in Internet Explorer
- CognacShop template has inconsistent spacing on different pages when viewed in Internet Explorer
- Logos created/uploaded for the ArtFraming template are incorrectly positioned
- The product list/thumb heights in some templates are not set correctly on the first load resulting in them being cut off and details not being visible
- Admin Snippet DashboardPerformanceIndicators Uses Hard-Coded Strings; Users Can't Translate Them
- ProductDetails are displayed under the product image instead of being on the right side in template Reserved (beige) - Version 4.3
- The width and height of the popup lightbox may be incorrectly calculated at some image size settings
- SEO placeholders are deleted when modifying HTMLHead panel
- Product tabs don't show on the Infinity template
- Invoices are printing out incorrectly in IE 8 & 7
- No confirmation or error messages show when adding items to your cart from the category page when category products are set to display in a list
- Gift Certificate is not shown as Payment Method when receiving the "order status has changed..." email
- When using a "dollar off" amount coupon, the discount amount in the shopping cart details will not match Google Checkout's shopping cart details as the calculated price seems to be calculated differently
- Free Shipping does not work with Google Checkout
- USPS Shipping Methods are being pulled with a '0' cost which prevents Google Checkout from displaying the USPS methods
- Product Tag Cloud Glitch in Arts & Crafts Template
- Bpay Reference Number Checkdigit Calculating Incorrectly
- Cannot delete variation image

- Adding variations to a product causes the price to include vat rather than exclude vat
- Reserved template "has 'Our Newsletter' heading misaligned 1 or 2 spaces"
- Store allows checkout with zero items
- Cannot add DNS records if none are shown
- Irreplaceable language variables in Image Manager
- Cannot Delete some files with Delete Button in Image Manager
- Free shipping threshold is checked before coupons, discount rules, etc. are applied and not after
- When you add/change variations it removes the variation options from all products
- Variation Images do not use the product zoom tool
- A shipping cost is added for "Free Shipping" products when other items that are not set to free shipping are in a cart.
- Product tabs may not show on some 2 column layouts
- Only most recent gift certificate use is recorded
- Exporting products, customers or orders when using a custom view and a search term doesn't filter the products with the search term
- Returning actions drop down still showing despite being blank
- Date on exported orders is GMT, not store's time zone
- Stone Edge - Discounts Aren't Coming Into SEOM Correctly.
- Stone Edge - Only Orders That Are Complete Or Near Complete Should Import Into SEOM
- Images are not scaled when adding product images from gallery
- PlugNPay gateway sending the wrong information
- Product with no image gets JavaScript error on product details page
- E-xact Payment Module Does Not Work - Marks Valid Transactions as Declined
- Redirects do not operate properly for stores that are installed in sub-directories
- Guest checkout during express checkout does not validate the email address
- Cannot use PayStation payment gateway
- Some templates missing ReorderButton.gif
- Some templates missing Google Website Optimizer variables
- Cannot update via CSV file when has maximum number of products
- DNS records do not allow to see multiple pages.
- On the multipage checkout screen, toggling the "Ship to This Address?" will place "&" into the "Bill & Ship to this Address" button
- Custom address fields not being saved to customer table when entering order in the control panel
- Australia Post will fail to fetch shipping quotes for fractional measurements
- Image Manager pagination query string contains HTML entites & ;
- Categories that are set to not be visible in the menu can't be selected in any control panel list of categories
- Product images may be resized incorrectly for some combinations of store settings and image sizes
- Data is not being processed in sets of 100 records when importing
- Quantity break discount rules are applying to products even when Bulk Discounts are disabled in the Store Settings

Changes in BigCommerce 5.6

Major New Features

- **Take your store down for maintenance** – You as an admin still have full access to your store so you can make and preview design changes, add/remove products, etc all without your customers seeing. You can specify your own custom message that will be shown to store visitors.
- **Set the starting order number** – Let's face it, no one wants to receive an email saying "Your order ID is 1". In BigCommerce 5.6 the default starting order number is 100 but you can change it to whatever you like from Settings -> Miscellaneous.
- **Block the shipping dimensions message** – When you add/edit a product with no shipping dimensions you see an alert message telling you that you didn't enter them. You can now tick "Don't show this message again" and it will be gone forever. This is a per-user setting.
- **Tracking numbers and links in emails** – This is the most popular feature request on our community page and it's coming next week in 5.6! If an order has a tracking number and you change its status to shipped or completed, your customer will get an email automatically with their tracking number and a link to track their order on the shipping provider's website.
- **Import and export formats are now synched** – We've created a new "Bulk Edit" template that you can use to export and then re-import products. No more missing out on editing certain fields or mapping fields manually – everything is included and automatic.
- **301 redirects** – If you've switched to BigCommerce (which over 25% of you have) and want to maintain your search engine rankings then you can easily create your own 301 redirects from your store's control panel – no more emailing us a spreadsheet manually. You can also bulk import in a variety of formats too, including CSV and Google sitemap.
- **Update your own DNS settings** – Right from the Tools menu you can add, edit and delete your own DNS records.
- **BigCommerce SocialShop Facebook Integration** – Integration allows you to add a "Shop" tab to Facebook fan pages showing your most recent, and popular products. Visitors to your fan page can also share products with their friends/network.

Improvements and Other Changes

- Coupon code expiry dates are not what you expect, depending on store & server time zone
- Importing Tracking Number Does Not Update the Ship Date
- I still see the day/week/month/year heading on the home page if I'm not an admin but the stats don't show
- Product variation options (such as "Red" for color) cannot have a # in the name - it messes up the list of variations when assigned to a product

- If a product's RRP is lower than the highest price of any of the combined variation options it shouldn't be shown on the product page
- Problems with orders over 20KG for Australia Post shipping
- Customers in groups don't get correct pricing when they login AFTER adding an item to their cart
- Design mode editor does not work in Safari
- When the decimal token is a comma and the thousands token a period, saving dimensions for products results in a multiplied number
- PHP Error Shows When Using Price Range in Advanced Search
- SagePay/ProtX 3D secure transactions may result in an error page being shown when 3D secure is enabled, but certain types of cards weren't 3D secure checked
- Searching the store from a secure page results in a unencrypted connection dialog
- When choosing a country other than the default the "Choose a State" option is removed from the State drop down and the first state is selected instead
- Google Base Feed doesn't include indicator for Free Shipping if item has free shipping.
- On stores with large numbers of inventory-enabled variations, the inventory report can cause heavy database loads
- Irish county LAOIS has a wrong spelling of LAOIGHIS
- USPS fails on many international quotes with the error "the country name is invalid".
- It's not possible to generate a Caller Token and Recipient Token for Amazon FPS using a sandbox account
- Google Website Optimizer does not work across different domain names with SSL (checkout button becomes unclickable, etc)
- The 'Account Details' popup dialog in Email Accounts is missing the bottom edge
- When checking out with store credit via the express checkout, an additional "Order Discounts:" section is shown that shouldn't be.
- RoyalMail shipping module uses 2008 prices, rather than the latest available prices from RoyalMail (2009)
- The shipping calculator on the view cart page allows you to calculate without entering all the necessary details such as country, state (if required) and zip resulting in invalid quotes
- Serbia and Montenegro are separate countries now
- Cannot delete email addresses with an underscore in the account name
- NetBilling is using a hardcoded Merchant Id and has a test mode option which is not supported
- The product thumb, weight and inventory levels are not set correctly when add a product with a variation to a manual order
- Sub item fields (product images, customer addresses etc) are in the wrong order when exporting
- Export using the 'Create one row per sub item' option results in 'Array' being printed in the row if the subitem contains no data
- Category path structures are now included in the product export
- Image Manager permission does not exist/show up in the user permissions list for a store administrator

- Duplicate content issues with pages that contain dynamic URLs (specifically product tags, categories and brands)
- USAePay now supports sandbox/developer accounts
- Order numbers now default to 100 for new installs
- NetBilling now supports authorize or sale transactions, delayed captures and refunds
- eSELECTplus Hosted Paypage now supports US accounts

How Do I Upgrade My Store Design?

Note: You only need to upgrade your store design to work with the new version of BigCommerce if you've previously made customizations by editing the BigCommerce template or stylesheet files via the web based interface or via FTP.

If you haven't made any changes to your BigCommerce design, or simply re-arranged panels on your store using Design Mode, then you do not need to upgrade your store design.


Upgrades between certain versions of BigCommerce may not require you to update your template files at all – you can check if you'll need to update your template files by comparing your customized template files with our list of updated template files in the next section.




Automatic Template File Upgrades

If your store is upgraded from a version later than BigCommerce 5.6, when you schedule an upgrade to a newer version of BigCommerce, we'll attempt to automatically upgrade your customized templates to include new changes.

This process may not be 100% successful in all cases, and after your store is upgraded, if one or more files could not be updated to include changes from the new version, a message will be shown on your store's control panel home page.

Some Of Your Template Files Couldn't Be Upgraded

 The template files listed below couldn't be upgraded automatically. Typically these are the files which have been heavily customized. The good news is that it's easy to fix them up. [Click here to learn how.](#)

Template File	Actions
 account_orders.html	Edit Compare Revert Dismiss
 cart.html	Edit Compare Revert Dismiss
 Panels/CartContent.html	Edit Compare Revert Dismiss

From the **Some Of Your Template Files Couldn't Be Upgraded** section, you can see a list of files that could not be automatically updated and then choose to edit that file, compare it to the default version, revert your changes, or dismiss the notification.

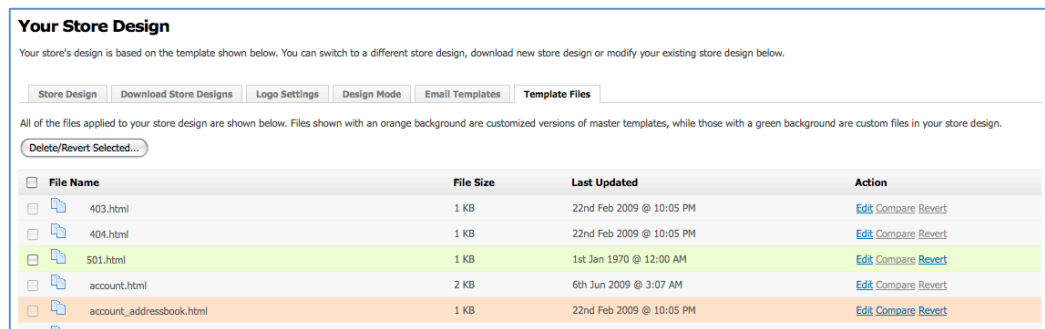
Once all files have been updated and dismissed, the section will be removed.

View and Compare Updated Template Files

BigCommerce has a built in interface to allow you to navigate, view, edit and easily compare any of the template files that apply to your store.

To access the list of template files:

- Login to your BigCommerce Control Panel and click the **Store Design** link at the top of the page.
- Click the **Template Files** tab. The template file list will be shown.



The template file list will show all of the files and folders that apply to your current store design. Rows are highlighted according to the type of file & customizations applied to the file:

- Custom files or folders you've uploaded to your store that do not exist in our master template will be shown with a green background.
- Master template files that you've made changes to, are shown with an orange background.

Depending on the type of file, various actions can be performed:

- Click **Edit** next to a file to open the file in the Quick Edit editor and make changes to it.
- Click **Compare** next to a file that has had one or more changes made to it to open it in the template comparison window.
- Click **Revert** next to a customized template file or a file you've uploaded to your store to revert it to the original state where your customizations have been deleted.

Comparing Customized Template Files

From the list of template files on the **Template Files** tab of the **Store Design** page, for any template file that you've customized on your store, you'll see a **Compare** link. Click the link to open a side-by-side or inline comparison of your changes and our master template.

Side-by-Side Comparison

Side-by-side comparisons are enabled by default when you open the comparison window and show our template on one side and your customized version of the template on the other.

Standard File Contents		Current File Contents (Panels/HomeFeaturedProducts.html)	
1	<code><div class="Block FeaturedProducts Moveable Panel" id="HomeFeaturedProducts" style="display:%%GLOBAL_HideHomeFeaturedProductsPanel%%"></code>	1	<code><div class="Block FeaturedProducts Moveable Panel" id="HomeOurProducts" style="display:%%GLOBAL_HideHomeFeaturedProductsPanel%%"></code>
2	<code><h2>%%LANG_FeaturedProducts%%</h2></code>	2	<code><h2>%%LANG_FeaturedProducts%%</h2></code>
3	<code><div class="BlockContent"></code>	3	<code><div class="BlockContent"></code>
		4	<code><p></code>
		5	Below you'll find a list of some of our favorite products that we sell.
		6	Click through to a particular product by clicking either the product name or the product image.
		7	<code></p></code>
		8	
4	<code><ul class="ProductList"></code>	9	<code><ul class="ProductList"></code>
5	<code>%%SNIPPET_HomeFeaturedProducts%%</code>	10	<code>%%SNIPPET_HomeFeaturedProducts%%</code>
6	<code></code>	11	<code></code>
7	<code></div></code>	12	<code></div></code>
8	<code><br class="Clear" /></code>	13	
9	<code></div></code>	14	<code></div></code>

The left side of the template comparison shows the BigCommerce master version of the file (without any of your customizations applied), and the right side shows your customized version. Lines and sections changed are highlighted according to the type of change you've made:

- **Changes** - If you've made a change to an existing block of code, your change will be highlighted in **yellow**. So that it's obvious what change you've made, the actual changes in that block of code are highlighted in a different color.
- **Additions** - Any new blocks of code that you've added your customized template file are shown with a **green** background color.
- **Deletions** - Any blocks of code that once existed in our master template that no longer exist in your modified template file will be shown with a **red** background.

Inline Comparison

The inline comparison feature can be enabled by changing the **View differences** option to **Inline** and clicking **Save**. The inline comparison shows both our template and your customized version in the same view.

Old	New	Differences for Panels/HomeFeaturedProducts.html
1		<code><div class="Block FeaturedProducts Moveable Panel" id="HomeFeaturedProducts" style="display:%%GLOBAL_HideHomeFeaturedProductsPanel%%"></code>
1		<code><div class="Block FeaturedProducts Moveable Panel" id="HomeOurProducts" style="display:%%GLOBAL_HideHomeFeaturedProductsPanel%%"></code>
2	2	<code><h2>%%LANG_FeaturedProducts%%</h2></code>
3	3	<code><div class="BlockContent"></code>
4	4	<code><p></code>
5	5	Below you'll find a list of some of our favorite products that we sell.
6	6	Click through to a particular product by clicking either the product name or the product image.
7	7	<code></p></code>
8	8	
4	9	<code><ul class="ProductList"></code>
5	10	<code>%%SNIPPET_HomeFeaturedProducts%%</code>
6	11	<code></code>
7	12	<code></div></code>
8		<code><br class="Clear" /></code>
9	13	<code></div></code>
10	14	

Lines and sections changed are highlighted according to the type of changes you've made. Sections or lines of code that you've modified from our master template are shown with our version in **red**, and your customized version is shown in **green**.

Template File Changes in BigCommerce

A full list of all template files updated across different versions of BigCommerce can be found below, organized by version number.

If you're upgrading your store to a newer version of BigCommerce and you weren't previously on the latest version, please look through the list of updated template files from the version currently running on your BigCommerce store through to the latest.

Tip: For example, if your store is currently running BigCommerce 5.0, and wish to upgrade to the latest BigCommerce version 5.6, then the template file changes in both BigCommerce 5.5 and BigCommerce 5.6 would apply to you.

Template File Changes in BigCommerce 6.0

BigCommerce 6.0 is a major new feature release. Whilst there have been some template changes, when you upgrade from BigCommerce 5.6 we'll try to automatically update your customizations to include our changes.

Updated Template Files

Where possible, we've noted the changes made to each template file and if you will need to revert or re-apply changes you have made to that particular file for your store to continue functioning.

- **account_order.html**
A section of this Template has been moved to a Panel file. **Revert not required.**
- **account_orders.html**
A section of this Template has been moved to a Panel file. **Revert not required.**
- **account_orderstatus.html**
A section of this Template has been moved to a Panel file. **Revert not required.**
- **account_returns.html**
A section of this Template has been moved to a Panel file. **Revert not required.**
- **authorizenet.html**
CVV2 field moved below Expiration Date field. **Revert not required.**
- **cart.html**
Removed references to panels which no longer exist. **Revert not required.**
- **checkout.html**
Language and minor HTML update. **Revert not required.**
- **checkout_express.html**
Language update. **Revert not required.**
- **checkout_payment.html**
Minor HTML update. **Revert not required.**
- **eselectplusdp.html**
CVV2 field moved below Expiration Date field. **Revert not required.**
- **eway.html**
Added a CVV2 help dialog. **Revert not required.**

- **genericcreditcard.html**
Added a CVV2 help dialog. **Revert not required.**
- **invoice_print.html**
Important: Major HTML rewrite for new cart functionality. **Revert required.**
- **news.html**
New panel added for new social commenting feature. **Revert not required.**
- **order.html**
Top Sellers and New Products display added to order confirmation screen.
Removed obsolete email-related template code. **Revert not required.**
- **page.html**
New panel added for new social commenting feature. **Revert not required.**
- **payflowpro.html**
CVV2 field moved below Expiration Date field. **Revert not required.**
- **product.html**
New panel added for new “Also Viewed” feature. **Revert not required.**
- **productimage.html**
JavaScript fixes. **Revert not required.**
- **Panels/AccountNewReturnInfo.html**
Updated to be able to hide return actions. **Revert not required.**
- **Panels/AccountOrder.html**
Important: Major HTML rewrite for new order functionality. **Revert required.**
- **Panels/AccountOrders.html**
Added new “Your Orders” heading. **Revert not required.**
- **Panels/AccountOrderStatus.html**
Added new “Order Status” heading. **Revert not required.**
- **Panels/AccountReturns.html**
Added new “Your Returns” heading. **Revert not required.**
- **Panels/AddShippingAddressJavaScript.html**
Minor HTML update.
- **Panels/AuthorizeNetPaymentJavaScript.html**
CVV2 field moved below Expiration Date field. Added a CVV2 help dialog. **Revert not required.**
- **Panels/CartContent.html**
Important: Many variables replaced for new cart functionality. **Revert required.**
- **Panels/CartStatusMessage.html**
Remove HideSuccess variable. **Revert not required.**
- **Panels/CheckoutNewAddressForm.html**
Important: New HTML and template variables for new cart functionality. JavaScript fixes. **Revert required.**
- **Panels/ChooseShippingProvider.html**
Removed some introduction text. **Revert not required.**
- **Panels/ConfirmOrder.html**
Important: Many variables replaced for new cart functionality. **Revert required.**
- **Panels/eSelectPlusDPPaymentJavaScript.html**
Added a CVV2 help dialog. **Revert not required.**
- **Panels/EWayPaymentJavaScript.html**

- Added a CVV2 help dialog. **Revert not required.**
- **Panels/Footer.html**
Important: New variables for end-of-page JavaScript and Mobile template links. **Revert not required.**
- **Panels/ForgotPasswordForm.html**
Language update. **Revert not required.**
- **Panels/GenericCreditCardPaymentJavaScript.html**
Added a CVV2 help dialog. **Revert not required.**
- **Panels/HTMLHead.html**
Added variable for improved SEO support. **Revert not required.**
- **Panels/PayflowProPaymentJavaScript.html**
Added a CVV2 help dialog. **Revert not required.**
- **Panels/ProductDetails.html**
Important: Several new variables and new panels for new feature support. **Revert not required.**
- **Panels/ProductImagePopup.html**
HTML updated for bug fixes. **Revert not required.**
- **Panels/ProductReviews.html**
Important: HTML rewritten for new social commenting feature. **Revert required.**
- **Panels/ProductTabs.html**
Important: New language entries for new features, some minor JavaScript fixes. **Revert not required.**
- **Panels/SearchJavaScript.html**
Minor bug fixes. **Revert not required.**
- **Panels/SideProductAddToWishList.html**
Important: Wishlist bug fix. Important if your customers use the wish list feature. **Revert not required.**
- **Panels/SitemapContent.html**
Important: Panel ID correction. **Revert not required.**
- **Panels/WishListAddForm.html**
Language display update. **Revert not required.**
- **Snippets/AccountNewReturnItem.html**
Minor HTML update for display improvement. **Revert not required.**
- **Snippets/AccountOrderItem.html**
Important: HTML and template variable updates for new order functionality. **Revert required.**
- **Snippets/AccountOrderItemList.html**
Important: New HTML and template variables for new features. **Revert not required.**
- **Snippets/AccountOrderItemRow.html**
Important: New HTML and template variables for new features. **Revert not required.**
- **Snippets/AccountOrderStatusItem.html**
Important: Removed obsolete HTML. **Revert required.**

- **Snippets/AddressLabel.html**
Minor HTML update for display improvement. **Revert not required.**
- **Snippets/AddThisLink.html**
Important: Minor HTML update for bug fix. **Revert not required.**
- **Snippets/CartCoupon.html**
Minor HTML update. **Revert not required.**
- **Snippets/CartGiftCertificate.html**
Minor HTML update. **Revert not required.**
- **Snippets/CartItem.html**
Important: HTML and template variable updates for new bug fixes and updated functionality. **Revert required.**
- **Snippets/CartItemQtyText.html**
Important: Minor HTML update for bug fix. **Revert not required.**
- **Snippets/CartProductFieldInput.html**
Minor HTML update for bug fix. **Revert not required.**
- **Snippets/CartShippingQuoteRow.html**
Important: Minor HTML update for obsolete feature. **Revert not required.**
- **Snippets/CheckoutCartItem.html**
Important: New HTML and template variables for new features. **Revert not required.**
- **Snippets/EstimatedShippingQuote.html**
Important: Minor HTML update for obsolete feature. **Revert not required.**
- **Snippets/EstimatedShippingQuoteList.html**
Important: Minor HTML update for obsolete feature. **Revert not required.**
- **Snippets/ExpressCheckoutChooseAddress.html**
Important: HTML and JavaScript updates for updated functionality. **Revert required.**
- **Snippets/ExpressCheckoutConfirmation.html**
Important: HTML, JavaScript and template variable updates for updated functionality and new features. **Revert required.**
- **Snippets/ExpressCheckoutShippingMethod.html**
Important: Minor HTML update for obsolete feature. **Revert not required.**
- **Snippets/PrintableInvoiceItem.html**
Important: Minor HTML update for new feature, other minor HTML fixes. **Revert not required.**
- **Snippets/ProductAddToCart.html**
Important: Minor JavaScript update for new feature, other minor JavaScript fixes. **Revert not required.**
- **Snippets/ProductFieldCheckbox.html**
Minor HTML update for display improvement. **Revert not required.**
- **Snippets/ProductImagesLightBox.html**
Important: JavaScript updates for bug fixes. **Revert not required.**
- **Snippets/SearchResultGrid.html**
Important: HTML and template variable updates for updated functionality. **Revert not required.**

- **Snippets/ShippingProviderItem.html**
Important: Minor HTML update for obsolete feature. **Revert not required.**
- **Snippets/ShippingQuote.html**
Important: Minor HTML update for obsolete feature. **Revert not required.**
- **Snippets/SidePopularProducts.html**
Important: HTML and template variable updates for new features. **Revert not required.**
- **Snippets/SubBrandItemImage.html**
HTML updates for display improvement. Revert recommended. **Revert not required.**
- **Snippets/SubCatItemImage.html**
HTML updates for display improvement. Revert recommended. **Revert not required.**

New Template Files

BigCommerce 6.0 adds several new features that have added several template files to BigCommerce that can now be customized in the usual manner.

- **product_comments.html**
New layout required for social commenting feature.
- **Panels/AccountOrderShipments.html**
New panel required for updated orders and cart functionality.
- **Panels/NewsComments.html**
New panel required for social commenting feature.
- **Panels/PageComments.html**
New panel required for social commenting feature.
- **Panels/SimilarProductsByCustomerViews.html**
New panel required for “Also Viewed” feature.
- **Snippets/AccountOrderItemShippingRow.html**
New snippet required for updated orders and cart functionality.
- **Snippets/AccountOrderShipmentRow.html**
New snippet required for updated orders and cart functionality.
- **Snippets/AccountOrderTotalRow.html**
New snippet required for updated orders and cart functionality.
- **Snippets/CartProductFieldSelect.html**
New snippet required for updated configurable fields functionality.
- **Snippets/CartTotalTaxRow.html**
New snippet required for updated orders and cart functionality.
- **Snippets/CheckoutCartTotal.html**
New snippet required for updated orders and cart functionality.
- **Snippets/CheckoutMailFormatPreference.html**
New snippet required for new email integration feature.
- **Snippets/FacebookLikeButton.html**
New snippet required for new Facebook “Like” feature.
- **Snippets/MobileSiteLink.html**
New snippet required for new mobile template feature.

- **Snippets/PrintableInvoice.html**
New snippet required for updated orders and cart functionality.
- **Snippets/PrintableInvoiceTotalRow.html**
New snippet required for updated orders and cart functionality.
- **Snippets/ProductExpectedReleaseDate.html**
New snippet required for new pre-orders feature.
- **Snippets/ProductFieldSelect.html**
New snippet required for updated configurable fields functionality.
- **Snippets/SimilarProductsByCustomerViewsItem.html**
New snippet required for “Also Viewed” feature.
- **Snippets/SitemapSection.html**
New snippet required for improved sitemap functionality.
- **Snippets/SubBrandDivider.html**
New snippet required for improved brand display.

Removed Template Files

The following template files are no longer used in BigCommerce 6.0 and have been removed. If you have customized any of these template files on your store, you can safely remove them from your template directory.

- Panels/CartRuleMessage.html
- Panels/ProductUpdatesJavaScript.html
- Panels/SideCartMiniCart.html
- Snippets/MiniCartOtherProduct.html
- Snippets/MiniCartProductAdded.html

Template File Changes in BigCommerce 5.6

BigCommerce 5.6 is a new feature release, though focused primarily on your store’s control panel. Most BigCommerce 5.5 stores will be fully compatible with BigCommerce 5.6.

Updated Template Files

Where possible, we’ve noted the changes made to each template file and if you will need to revert or re-apply changes you have made to that particular file for your store to continue functioning as expected.

- **checkout.html**
Fix incorrect HTML tag nesting. **Revert not required.**
- **Panels/HTMLHead.html**
Add %%Page.CanonicalTag%% in to the <head> tags for canonical URL support. **Revert not required.**
- **Panels/CartContent.html**
Mark country, state and post code as required fields for the shipping calculator on the cart page. **Revert not required.**
- **Panels/Header.html**
Include store maintenance message to be shown to administrators when maintenance mode is enabled. **Revert not required.**

- **Panels/HeaderSearch.html**
Change %%GLOBAL_ShopPathNormal%% to %%GLOBAL_ShopPath%% so that searches will not result in a “you are being redirected to an insecure page” message in Internet Explorer. **Revert not required.**
- **Panels/ProductDetails.html**
Add RetailPrice class to the detail row for the RRP price of a product, to fix an issue with the RRP field being shown when a variation is selected. **Revert not required.**
- **Snippets/ExpressCheckoutConfirmation.html**
Remove superfluous “order discount” row from the store credit section.
- **Styles/styles.css**
Fix various issues related to product image display. **Revert not required.**
- **Emails/order_status_email.html**
Add %%SNIPPET_OrderTrackingLink%% to show the tracking number if an order has one in the status update email.

New Template Files

BigCommerce 5.6 includes major new features. These major new features have added several template files to BigCommerce that can now be customized in the usual manner.

- **maintenance.html**
Page shown when a store is down for maintenance.
- **Emails/order_tracking_number.html**
Email sent to a customer whenever a tracking number is added to an order.
- **Emails/Snippets/OrderTrackingLink.html**
Template containing the tracking number to be sent in tracking number and order status update emails.

Template File Changes in BigCommerce 5.5

BigCommerce 5.5 is a major new feature release. We’ve made extensive changes across many template files; however have retained compatibility with the old files where possible.

Updated Template Files

Changes have been made to the following template files in BigCommerce 5.5 to provide support for the new BigCommerce 5.5 feature set. Where possible, we’ve noted the changes made to each template file and if you will need to revert or re-apply changes you have made to that particular file for your store to continue functioning as expected.

- **authorizenet.html**
Remove credit card address fields. Billing address is now used. **Revert required.**
- **cart.html**
Add token to prevent caching of internal Javascript when changed on BigCommerce and add in suggestive cart panel. **Revert not required.**
- **ccmanual.html**
Remove credit card address fields. Billing address is now used. **Revert required.**

- **checkout_address.html**
Add in token to prevent caching of internal Javascript, when changed in BigCommerce. **Revert not required.**
- **checkout_confirm.html**
Add in token to prevent caching of internal Javascript, when changed in BigCommerce. **Revert not required.**
- **checkout_express.html**
Add in token to prevent caching of internal Javascript, when changed in BigCommerce. **Revert not required.**
- **checkout_shipper.html**
Add in token to prevent caching of internal Javascript, when changed in BigCommerce. **Revert not required.**
- **default.html**
Whitespace change. **Revert not required.**
- **eway.html**
Remove credit card address fields. Billing address is now used. **Revert required.**
- **genericcreditcard.html**
Add in %%GLOBAL_AdditionalPaymentPageContents%% variable to include additional content on the payment page. **Revert required.**
- **invoice_print.html**
Rewrite invoice to share common code with invoices generated via the control panel, bring HTML up to recent standards. **Revert required.**
- **payflowpro.html**
Remove credit card address fields. Billing address is now used. **Revert required.**
- **product.html**
Add token to prevent caching of internal Javascript when changed on BigCommerce and add in %%Panel.ProductVideos%% to show the list of videos for a product. **Revert required if you intend to use the product videos functionality.**
- **productimage.html**
Implement support for new product images functionality and image carousel. **Revert required.**
- **search.html**
Remove now unused SearchPagingTop and SearchPagingBottom panel references. **Revert not required.**
- **Panels/AccountOrder.html**
Fix invalid W3C XHTML on <form> tag. **Revert not required.**
- **Panels/AccountOrderJavaScript.html**
Add Javascript to display a message when trying to reorder a gift certificate. **Revert required.**
- **Panels/AuthorizeNetPaymentJavaScript.html**
Remove Javascript validation for credit card address fields. No longer used. **Revert required.**
- **Panels/CartContent.html**
Implement Google Website Optimizer support. **Revert required if you intend to use Google Website Optimizer integration.**

- **Panels/CartHeader.html**
Implement Google Website Optimizer support. **Revert required if you intend to use Google Website Optimizer integration.**
- **Panels/CategoryHeading.html**
Implement Google Website Optimizer support. **Revert required if you intend to use Google Website Optimizer integration.**
- **Panels/CCManualPaymentJavaScript.html**
Remove Javascript validation for credit card address fields. No longer used. **Revert required.**
- **Panels/ConfirmOrder.html**
Fix invalid W3C XHTML on terms and conditions text area. **Revert not required.**
- **Panels/CreateAccountForm.html**
Change create account header message. **Revert not required.**
- **Panels/CreateAccountJavaScript.html**
Add in token to prevent caching of internal Javascript, when changed in BigCommerce. **Revert not required.**
- **Panels/EditAccountJavascript.html**
Add in token to prevent caching of internal Javascript, when changed in BigCommerce. **Revert not required.**
- **Panels/EWayPaymentJavaScript.html**
Remove Javascript validation for credit card address fields. No longer used. **Revert required.**
- **Panels/Footer.html**
Implement Google Website Optimizer support and a link to the store site map. **Revert required if you intend to use Google Website Optimizer integration or display the site map link in your store's footer.**
- **Panels/GenericCreditCardPaymentJavaScript.html**
Update credit card number validation Javascript. **Revert not required.**
- **Panels/Header.html**
Implement loading indicator that shows on the top of the page for any AJAX based requests. **Revert not required.**
- **Panels/HTMLHead.html**
Implement Google Website Optimizer support, add in support for custom header images for store designs and add in token to prevent caching of internal Javascript and CSS when changed in BigCommerce. **Revert is required if you intend to use Google Website Optimizer integration or select a header image for your store from Store Design > Header Image.**
- **Panels/PageContent.html**
Implement Google Website Optimizer support. **Revert required if you intend to use Google Website Optimizer integration.**
- **Panels/PayflowProPaymentJavaScript.html**
Remove Javascript validation for credit card address fields. No longer used. **Revert required.**
- **Panels/ProductByCategory.html**
Add separator class on <hr /> tag. **Revert not required.**

- **Panels/ProductDescription.html**
Implement Google Website Optimizer support and add a separator class on <hr /> tag. **Revert required if you intend to use Google Website Optimizer integration.**
- **Panels/ProductDetails.html**
Implement support for new product image thumbnails, zooming and Google Website Optimizer. **Revert required.**
- **Panels/ProductImagePopup.html**
Implement support for new product image browsing and image carousel. **Revert required.**
- **Panels/ProductOtherDetails.html**
Add separator class on <hr /> tag. **Revert not required.**
- **Panels/ProductTabs.html**
Implement support for Google Website Optimizer and product videos. **Revert not required.**
- **Panels/ProductVendorsOtherProducts.html**
Add separator class on <hr /> tag. **Revert not required.**
- **Panels/ProductWarranty.html**
Add separator class on <hr /> tag. **Revert not required.**
- **Panels/SearchJavaScript.html**
Implement support for tabs for searching products and website content on the search page. **Revert required.**
- **Panels/SearchPage.html**
Implement support for tabs for searching products and website content on the search page. **Revert required.**
- **Panels/SearchPageHeader.html**
Implement support for tabs for searching products and website content on the search page. **Revert required.**
- **Panels/SearchPageProducts.html**
Implement support for tabs for searching products and website content on the search page. **Revert required.**
- **Panels/SideCartMiniCart.html**
Reformat HTML. **Revert not required.**
- **Panels/SideNewsletterBox.html**
Implement Google Website Optimizer support. **Revert required if you intend to use Google Website Optimizer integration.**
- **Panels/SimilarProductsByTag.html**
Add separator class on <hr /> tag. **Revert not required.**
- **Panels/SuggestiveCartContent.html**
Add in "You May Also Like" header and remove "Keep Shopping" link. **Revert not required.**
- **Panels/TopMenu.html**
Implement Google Website Optimizer support. **Revert required if you intend to use Google Website Optimizer integration.**
- **Snippets/CartEditProductFieldsForm.html**
Add in token to prevent caching of internal Javascript, when changed in BigCommerce. **Revert not required.**

- **Snippets/DesignModeFooter.html**
Include link to new design mode libraries, add in new design mode language variables. **Revert required.**
- **Snippets/ExpressCheckoutChooseAddress.html**
Add in separate %%GLOBAL_CompiledFormFieldJavascript%% variable to output Javascript for form fields. Remove commented out code. **Revert required.**
- **Snippets/ExpressCheckoutConfirmation.html**
Fix invalid W3C XHTML on terms and conditions text area. **Revert not required.**
- **Snippets/ListCheckForm.html**
Add in token to prevent caching of internal Javascript, when changed in BigCommerce. **Revert not required.**
- **Snippets/ProductAddToCart.html**
Implement Google Website Optimizer support. **Revert required if you intend to use Google Website Optimizer integration.**
- **Snippets/ProductBulkDiscountThickBox.html**
Add in token to prevent caching of internal Javascript, when changed in BigCommerce. **Revert not required.**
- **Snippets/ProductImagesLightBox.html**
Implement support for new image "light box". **Revert required if displaying images in a lightbox (default, changeable on Settings > Store Settings > Display Settings)**
- **Snippets/ProductVariationListMultiple.html**
Add class="VariationSelect" to the <select> tag for variations. **Revert required.**
- **Snippets/QuickSearchJS.html**
Add in token to prevent caching of internal Javascript, when changed in BigCommerce. **Revert not required.**
- **Snippets/ShopByPriceItem.html**
Add rel="nofollow" to shop by price link. **Revert not required.**
- **Snippets/SideCartContentsCheckoutLink.html**
Implement Google Website Optimizer support. **Revert required if you intend to use Google Website Optimizer integration.**
- **Styles/[color scheme].css**
Implement color scheme styles for new features. **Revert not required, but strongly recommended.**
- **Styles/popup.css**
Implement support for new product image browsing and image carousel. **Revert required.**
- **Styles/styles.css**
CSS styles for new features, improve browser compatibility. New additions for new functionality can be found at the bottom of the file. **Revert required.**

Removed Template Files

The following template files are no longer used in BigCommerce 5.5 and have been removed. If you have customized any of these template files on your store, you can safely remove them from your template directory.

- Panels/PriceBreadcrumb.html
- Panels/PriceContent.html
- Panels/PriceHeading.html
- Panels/PricePagingBottom.html
- Panels/PricePagingTop.html
- Panels/SearchPagingBottom.html
- Panels/SearchPagingTop.html
- price.html
- Snippets/PricePaging.html
- Snippets/PricePagingItem.html
- Snippets/PricePagingItemCurrent.html
- Snippets/PricePagingNext.html
- Snippets/PricePagingPrevious.html
- suggestive_cart.html

New Template Files

BigCommerce 5.5 includes major new features. These major new features have added several template files to BigCommerce that can now be customized in the usual manner.

- Panels/ProductVariationJavascript.html
- Panels/ProductVideos.html
- Panels/SearchTabContents.html
- Panels/SearchTabProducts.html
- Panels/SitemapBreadcrumb.html
- Panels/SitemapContent.html
- product_video.html
- sitemap.html
- Snippets/AddThisLink.html
- Snippets/CartProductFields.html
- Snippets/DesignModeFooter.html
- Snippets/ProductImageZoomer.html
- Snippets/ProductTinyImage.html
- Snippets/SearchResultAJAXNews.html
- Snippets/SearchResultAJAXPage.html
- Snippets/SearchResultAJAXProduct.html
- Snippets/SearchResultGrid.html
- Snippets/SearchResultNews.html
- Snippets/SearchResultPage.html
- Snippets/SearchResultProductGrid.html
- Snippets/SearchResultProductList.html
- Snippets/SearchResultSectionContent.html
- Snippets/SearchResultSectionProduct.html
- Snippets/SitemapLink.html
- Snippets/VideoList.html
- Snippets/VideoListSide.html

