# Ongoing Maintenance for Projects Using API Templates

After a project using the Convio APIs is completed, it may require updates. These could be as small as minor copy or branding changes or more complicated, which could require updates to the API code itself. The latter situation might arise because of how your particular site is configured, alterations to the components used by the API, scheduled upgrades to the Convio platform, browser updates or changes to the API tools and underlying protocols themselves. Unless optional services are retained, ongoing maintenance is your organization’s responsibility after a project has been completed.

Should you run into an issue when updating the API project in the future, here are the recommended steps and options available to you for getting resolution as quickly as possible:

1. Review Recent Changes– First review all the related components such as any page, file, wrapper, donation form or survey to see if it has been modified recently. If so, the modification may have caused an unforeseen issue and reversing the change might fix the problem.
2. Document the Behavior– Write down what you see (or don’t see), especially any error messages. The more detailed you can be the faster someone on Community or in Support can diagnose the problem. Step-by-step instructions on how to reproduce the issue are important and a few, quick screenshots are very helpful tools.
3. Ask the Community– If the error is not critical (critical ex: Donation Form is down or main functionality of a large campaign is down) try posting the issue on Community. Many clients, Convio Employees and Convio Certified Partners read the Community daily and help each other out as they discover problems or new tips and tricks together. The [API section of the Community](http://community.customer.convio.com/community/convioopen/apis) is an especially active one.
4. Contact Convio Support– Support can determine if the issue is related to the Convio platform or to elements built on top of it. If the cause is a bug, then Support will provide you with the bug tracking number and a timeline for the fix. If Support concludes that the problem is related to elements built on top of the platform, however, then someone will have to update the API code to resolve the issue.
5. Updating API Code– To fix functionality built on top of the Convio platform, there are free resources as well as paid ones available to help fix or update API elements.
* ***Do-It-Yourself*** – For projects based on API Templates created by Convio (these are most API project offerings implemented by Convio), you should first check the instructions for recreating and updating the API Templates the project is based on. These templates are kept up-to-date by Convio as the platform evolves with new functionality. The instructions and code snippets are available for **FREE** download on <http://open.convio.com/downloads> or on the Convio Community <http://community.customer.convio.com>. For ongoing discussion on working with, implementing, and modifying the templates post your questions on the [Convio Community](http://community.customer.convio.com/community/convioopen/apis).
* ***Hired Assistance*** – After reviewing the template instructions, code and community help, if you think the implementation is beyond your in-house skill set then Convio Services or a Convio Certified Partner can do the update for you for a fee. Charges will be based on an hourly rate and depend on scope of project. A minimum charge and resource lead times may apply. Clients should contact their Account Manager to get a quote on cost.