



Congratulations, your Odoo Database is ready for testing! The testing phase is the most important phase of your upgrade process and requires that you devote a bit of time to it and we thank you in advance for making this commitment.

Sometimes a change in the new standard Odoo version might require you to change an internal workflow, or some of the customizations you made with Odoo Studio might not display or work properly. These are the kind of things you should look out for and report any issues or discrepancy via the Odoo Help page (odoo.com/help). Because every business and therefore every database is different, testing is not something we can do for you - it is your responsibility to ensure everything works, before you upgrade your live production database.

How to test my upgraded database?

We advise testing at the very least the following things (depending on what apps you use):

Usual workflows: Perform E2E (End-to-End) testing:

Test whether the flow of a select App (e.g Sales) is behaving as expected from start to finish. The purpose of performing E2E testing is to ensure that the data inheritance and integrity are maintained between all your Apps as they work as one.

Example of E2E test:

- Check a random product in your product catalog and compare its test and production data (product category, selling price, cost price, is the vendor set? Are the same accounts set ? Are the same Routes set?);
 - Buy this product (only available with Purchase App);
 - Confirm the reception of this product (only available with Inventory App);
 - Check if the route to receipt this product applies the same set in your production database (only available with Inventory App);
 - Sell this product (only available with Sales App) to a random customer;
 - Open your customer database (Contact App), select a random customer (or company) and double-check its data;
 - Ship this product (only available with Inventory App);
 - Check if the route to ship this product applies the same set in your production database (only available with Inventory App);
 - Validate a customer invoice (only available with Invoicing and/or Accounting Apps);
 - Credit the invoice (issue a credit note) and check if its behaves as your production database;



- Check your Reports results (only available with Accounting Apps);
- Randomly check your taxes, currencies, Bank Account. Is your fiscal year set in production database the same? (only available with Accounting Apps);
- Proceed to an online order (only available with Website Apps) from the product selection in your shop until the checkout process and check if its behaves as your production database.

This is a non-exhaustive list you can extend to your other Apps based on your usual work in Odoo.

Reporting data:

- Compare reporting data from your test database to your current production database.

Customization:

- If you have customized your Odoo instance with Odoo Studio or through our consultancy services (Odoo Success Pack), test all the changes that have been made to your Odoo database.

Website:

- Make sure all the public pages of your website look as they should;
- Verify that a user is able to navigate through all the products across different categories;
- Verify that on the product page, a user can select the desired attribute of the product e.g: size, color etc;
- Test the Wish list behavior;
- Verify that all the specified fields are present on the registration page allowing your buyer to register properly;
- Proceed to an E2E* testing (Proceed to an online order (only available with Website from the product selection in your shop until the checkout process and check if its behaves as your production database).

*refers to above section 'Perform E2E (End-to-End) testing'.

Involve Various stakeholders:

- Ask your various user groups to test. Your accountant's use of the application may be different from yours.

Access Rights:

- Make sure your defined access rights are properly applied in your test databases. If you restricted some access such as your payslips to all your employees except your payroll team members, verify if it is still the case.

User Accessibility:

- Verify that a user is able to login with valid username and password.

General testing:

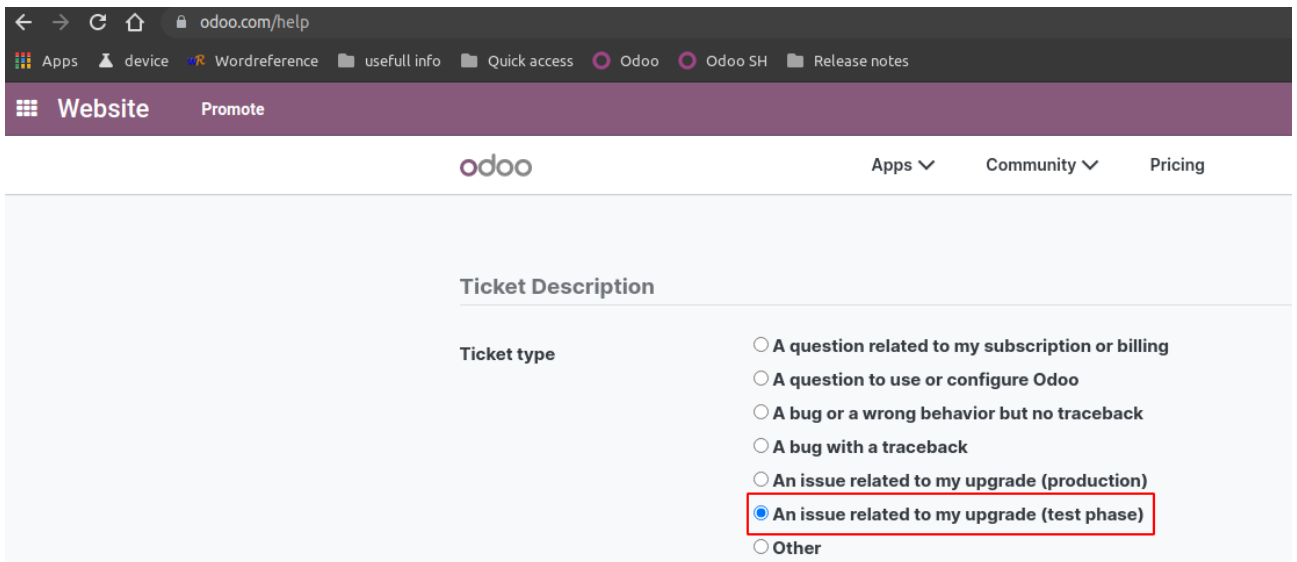
- Open your views forms (Quotations form, Leads form, etc);
- Check your stock valuation;

Explore your database as much as possible to ensure that all screens work properly.

How to communicate with the Upgrade team?

In case you identify any inconsistencies in your tests, you can report any issue with your test database through our Support page :

1. Make sure to be logged in to the database
2. Connect to our [Odoo Support page](#)
3. Under "Ticket Description", select "An issue related to my upgrade" (test phase)



4. Provide as much detail as you can (illustrate the current and previous flows with videos and/ or screenshots which help a lot for reproducing & solving issues) this will speed up the resolution process

More info available on our [User documentation > Support](#)



Gentle reminder: the purpose of the test phase is not to correct existing data or configurations in your production database. If you need Odoo assistance on this matter please contact your Odoo Account Manager.

What is the next step?

Make sure to perform one last test of your upgrade right before the final upgrade (e.g. the day before) to ensure everything will run smoothly. We recommend to always realise as many test upgrades as necessary to solve all potential unexpected behaviors before asking a production upgrade.

A lack of testing phase (or an insufficient thereof) increases the chance of business potential blockage (no longer having the possibility to validate an action) or bad customer experiences (have an eCommerce site that does not work properly) when launching the new version in production.

Postponing an upgrade is always easier than being prevented from working by an upgrade issue afterwards!

FAQs

If you want more information about our Upgrades processes or any other questions please refer to our [Upgrade page](#)