

## How to perform a clean installation

Posted by latitudweb - 20 Dec 2013 12:17

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[Sales Analytics for Magento](#) uses the Magento upgrade features to automatically update newer version over elder ones. This feature should be enough to upgrade your Sales Analytics installation each time a new version is released.

However, Magento uses an advanced cache and version upgrade management system. And some times you might want to perform a clean Sales Analytics installation. If this is the case, this is the procedure to perform a clean installation:

1. Uninstall Sales Analytics using the Magento Connect Manager (the usual way)
2. On the Database (using Phpmyadmin, for example), delete all tables starting with salesanalytics (or `prefix_salesanalytics` if you're using table prefixes) **except from the salesanalytics\_subscription table**. This one holds your registration keys.
3. On the Database, on the `core_resource` table, delete the registry with the code `salesanalytics_setup`
4. Flush the Magento cache
5. Install again [Sales Analytics for Magento](#)

This time you'll get a clean installation of the tool.

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## Re: How to perform a clean installation

Posted by tobymccoll - 18 May 2014 16:40

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Hi,

I have tried method this as my initial install did not work, so wanted to do a clean install to test, but now I can get anything to show up on my admin log in at all?

website is here: [bit.ly/1jJgmml](http://bit.ly/1jJgmml)

attached is the screen shot of what I see when I log in: [i.imgur.com/YO9spT7.png](https://i.imgur.com/YO9spT7.png)

Fatal error: Class 'Latitudweb\_Salesanalytics\_Helper\_Data' not found in  
/var/www/vhosts/hollandcooper.com/httpdocs/app/Mage.php on line 547

Really need some help!

thanks

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## Re: How to perform a clean installation

Posted by tobymccoll - 18 May 2014 16:41

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I tired this and its brought my dashboard down, really need some help to get it back up....

Fatal error: Class 'Latitudweb\_Salesanalytics\_Helper\_Data' not found in  
/var/www/vhosts/hollandcooper.com/httpdocs/app/Mage.php on line 547

Image of the errors I see: [i.imgur.com/YO9spT7.png](https://i.imgur.com/YO9spT7.png)

site: [bit.ly/1jJgmml](https://bit.ly/1jJgmml)

thanks

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