

Why I can't I see the automatic update button on the admin ?home screen

Installation & Upgrades - (·) Ben Henley - 2017-11-09 - Comments

:Question

?I don't see the automatic update button on the admin home screen. Why not

:Answer

.Run the [command-line updater](#) to get an error message explaining the problem

A common cause is that your server cannot connect to our update server to download the
.update

If you get a message that says "We could not fetch version information from our web
.server", you may need to open the SSL port (443) outbound to *.deskpro.com addresses

In addition, check that the connection isn't being blocked by firewall/antivirus software,
.your SELinux configuration, etc

If you're upgrading from a version before 410 on Linux and are getting SSL-related error
.messages, [see this article](#)

.You may find that [manually updating to the latest version](#) restores the update button