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

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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.