

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

Ben Henley - 2017-11-09 - Comment (1) - Deskpro Legacy

### :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