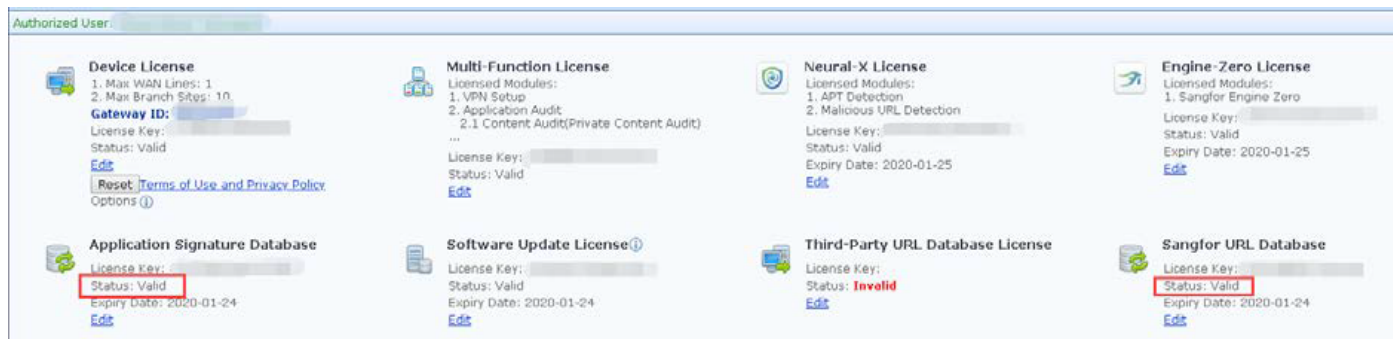# 1 Background

We often encounter problems that cannot update the database, but clicking on the update in the web console still fails to update successfully. The solution to common faults is provided below.
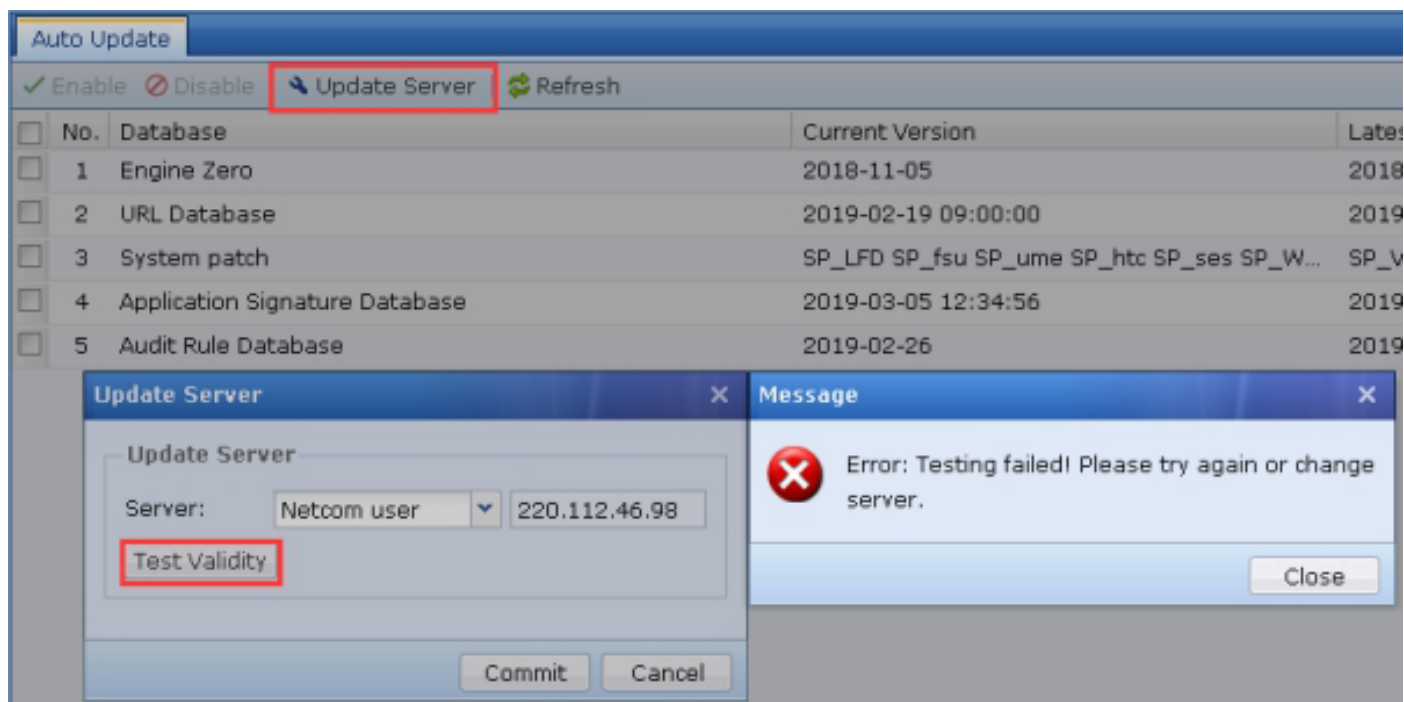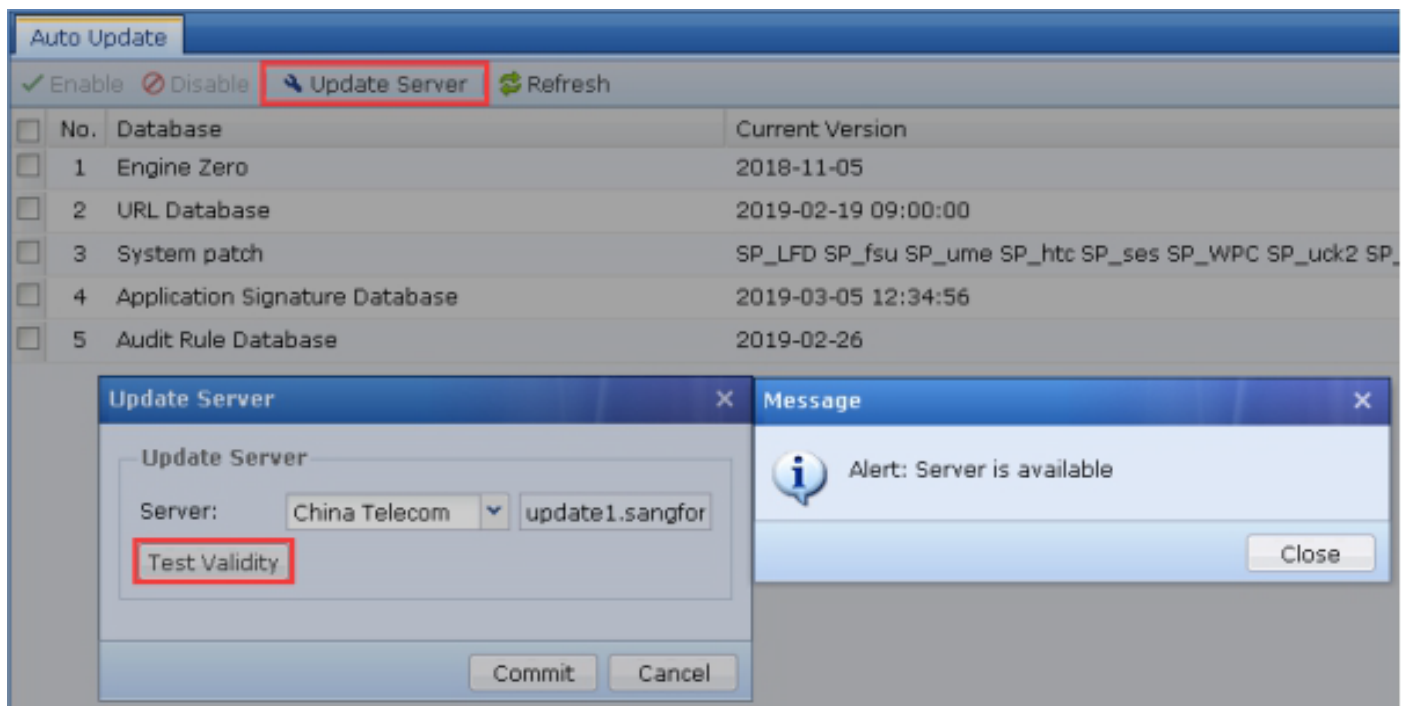
2 Common Problems

2.1 Driver's license expired

Please confirm that the status of the relevant database is valid.

2.2 Some Updater Servers Are Not Available

Try selecting a different update server to test server validity.

2.3 All Update Servers Fail the Validity Test

Try to ping the public IP address such as 8.8.8.8 in the Web Console to determine if the IAM can access the Internet. If IAM cannot access these public IP addresses, troubleshoot network issues such as routing.

Please try to ping the domain name such as www.google.com in the Web Console to determine whether the IAM can resolve the domain name. If the IAM can access the public IP address such as 8.8.8.8 and cannot access the domain name, please check whether the DNS of the IAM device is available.

```
Web Console

Commands Supported by Console:
        cls[clear][ctrl+1]        Clear screen
        term[ctrl+c]              End the current program
        mii-tool                  List connection status of network interface
        traceroute                Track packet forwarding path
        arp                       View ARP table
        ping                      Test connectivity of host
        ifconfig                  View information of network interface
        route                     Display routing table
        ethtool                   View information of network adapter
        telnet                    Test connectivity of port
        proxydbg                  proxy [debug ip address]
> ping 8.8.8.8
PING 8.8.8.8 (8.8.8.8) 56(84) bytes of data.
64 bytes from 8.8.8.8: icmp_req=1 ttl=124 time=27.9 ms
64 bytes from 8.8.8.8: icmp_req=2 ttl=124 time=26.1 ms
64 bytes from 8.8.8.8: icmp_req=3 ttl=124 time=27.1 ms
^C
64 bytes from 8.8.8.8: icmp_req=4 ttl=124 time=25.0 ms
Terminated
> ping www.google.com
PING www.google.com (172.217.160.68) 56(84) bytes of data.
64 bytes from tsa01s09-in-f4.1e100.net (172.217.160.68): icmp_req=1 ttl=53 time=84.6 ms
64 bytes from tsa01s09-in-f4.1e100.net (172.217.160.68): icmp_req=2 ttl=53 time=84.0 ms
64 bytes from tsa01s09-in-f4.1e100.net (172.217.160.68): icmp_req=3 ttl=53 time=84.0 ms
64 bytes from tsa01s09-in-f4.1e100.net (172.217.160.68): icmp_req=4 ttl=53 time=84.0 ms
64 bytes from tsa01s09-in-f4.1e100.net (172.217.160.68): icmp_req=5 ttl=53 time=85.0 ms
64 bytes from tsa01s09-in-f4.1e100.net (172.217.160.68): icmp_req=6 ttl=53 time=85.1 ms
```

2.4 Test Whether the Upgrade Server Can Access

Updating the database requires not only access to the upgrade server, but also access to port 80 of the upgrade server,you can use telnet to test.

```
Web Console

Commands Supported by Console:
        cls[clear][ctrl+1]        Clear screen
        term[ctrl+c]              End the current program
        mii-tool                  List connection status of network interface
        traceroute                Track packet forwarding path
        arp                       View ARP table
        ping                      Test connectivity of host
        ifconfig                  View information of network interface
        route                     Display routing table
        ethtool                   View information of network adapter
        telnet                    Test connectivity of port
        proxydbg                  proxy [debug ip address]
> telnet update1.sangfor.net  80
Resolving ...
58.26.7.252:80 connect OK
```

2.5 Update The Rule Base When The Device Is Unable To Connect To The Network

When the customer prohibits IAM from accessing the Internet for security reasons, the Application Signature Database and URL Database can be updated offline, but the Audit Rule Database must be updated online, so please use a proxy server to find a computer on the customer intranet to install agent software such as ccproxy. Then let IAM use this proxy server to update the Audit Rule Database online.