



IAM

Database Updated Failed Troubleshooting Guide

Version 12.0.13

Change Log

Date	Change Description

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Chapter 1 Background

1.1 Functionality Introduction

To solve the issue of customer being unable to update the database online.

1.2 Application Scenario

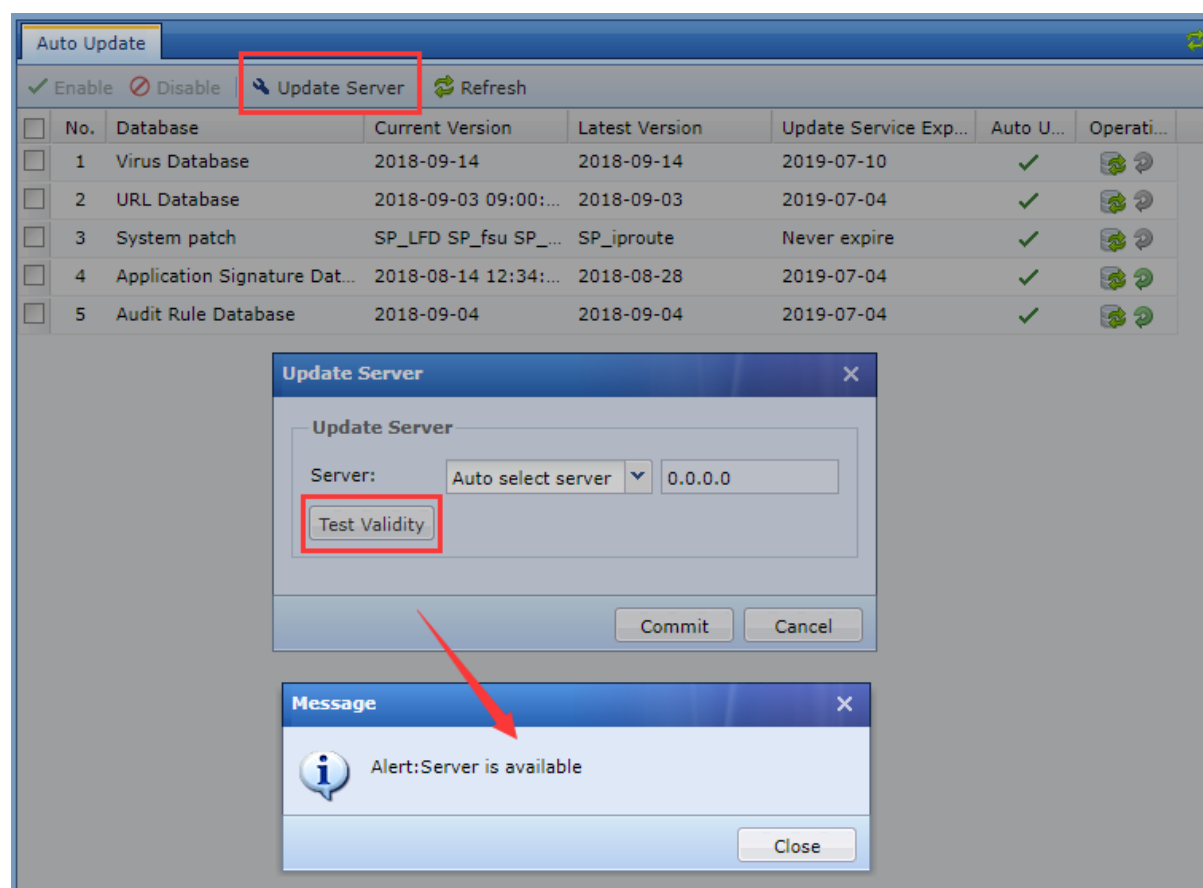
Encounter the issue to update the databases successfully through online method initiated within the WEBGUI option.

Chapter 2 Troubleshooting Methods

2.1 Check if the database update license still valid

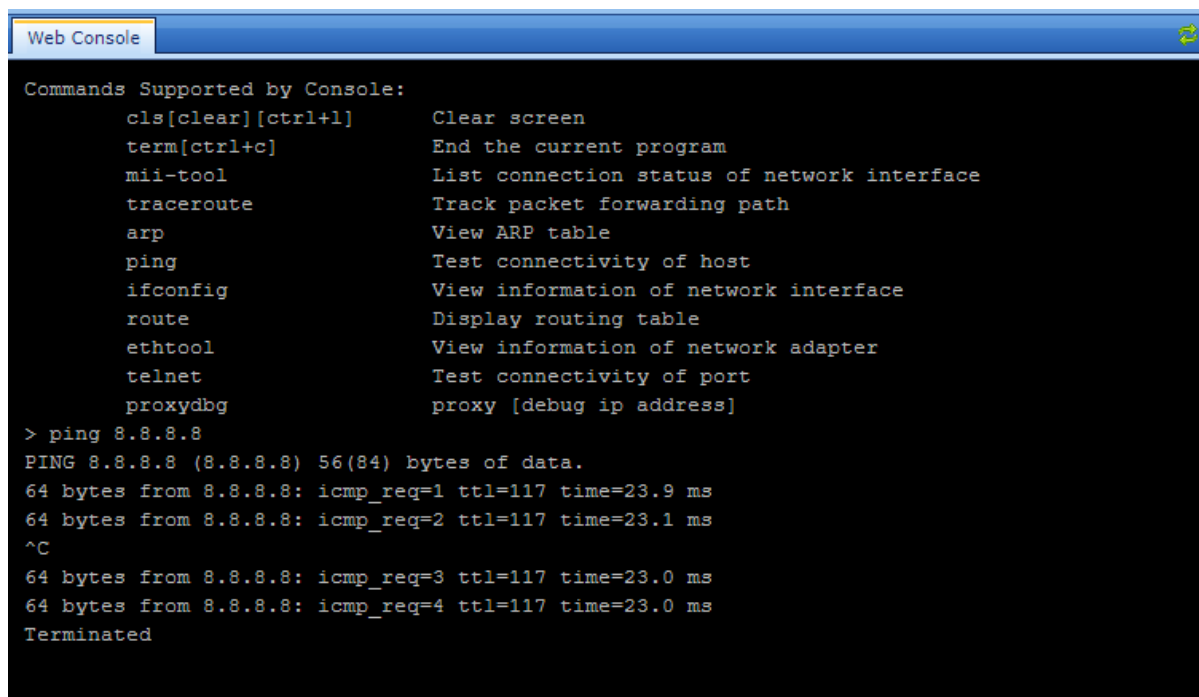
2.2 Test the update server connectivity

- 1) In System > General > Update > Database Update, check that the current version of the database is inconsistent with the latest version and that when you click Update Now, the current version cannot be updated to the latest version.



2.3 Verify if the device is able to online

- 1) May use the ping method using the web console which can be found in System > Diagnostics > Web Console.



Web Console

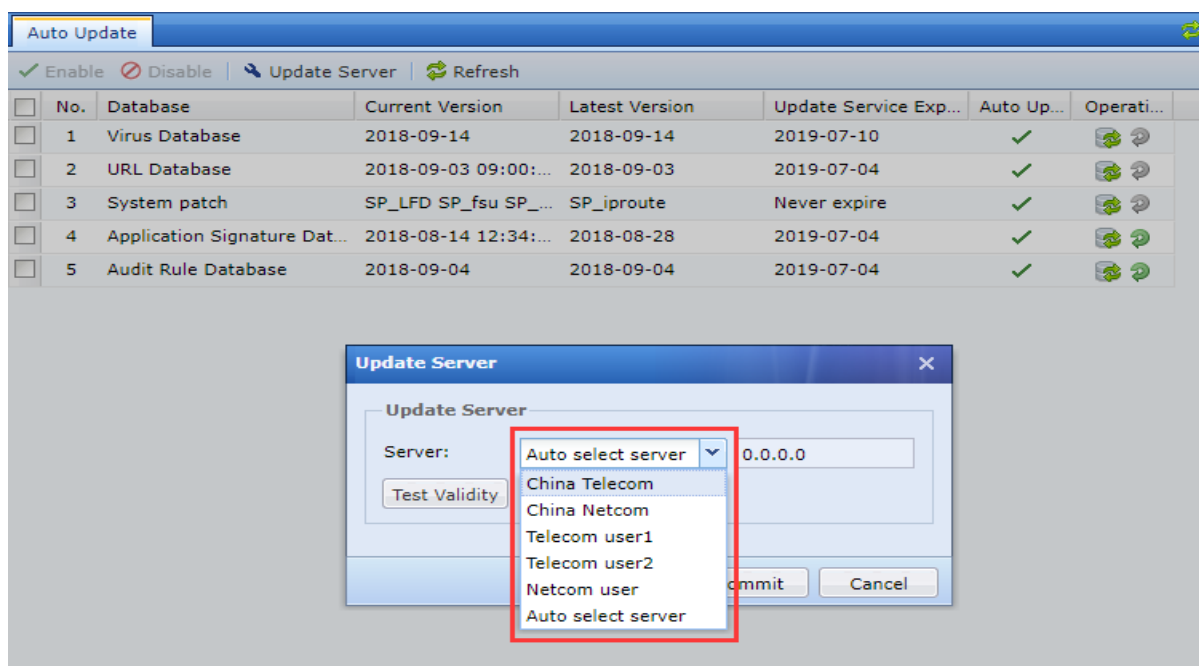
Commands Supported by Console:

cls[clear][ctrl+l]	Clear screen
term[ctrl+c]	End the current program
mii-tool	List connection status of network interface
tracert	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=117 time=23.9 ms
64 bytes from 8.8.8.8: icmp_req=2 ttl=117 time=23.1 ms
^C
64 bytes from 8.8.8.8: icmp_req=3 ttl=117 time=23.0 ms
64 bytes from 8.8.8.8: icmp_req=4 ttl=117 time=23.0 ms
Terminated
```

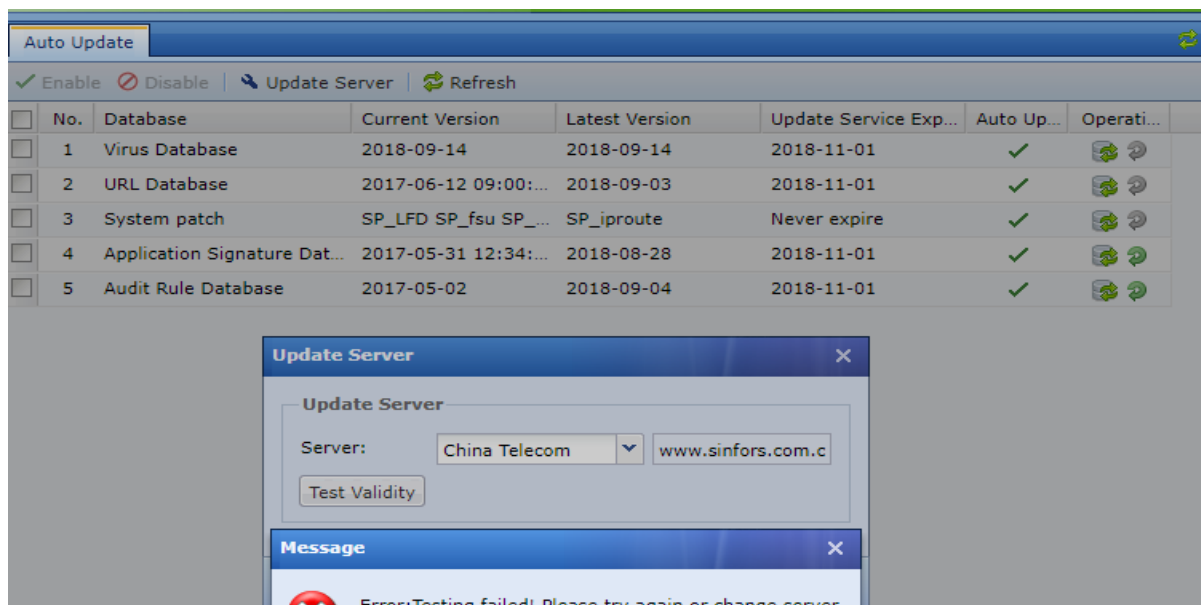
2.4 Try selecting different update server

- 1) May manually select on other servers in case earlier server selection were unable to connect successfully.



2.5 No update server is available

- 1) Apart from being able to ping to external network, the device itself shall be able to resolve DNS as well. Please check further on the network environment if required.



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