



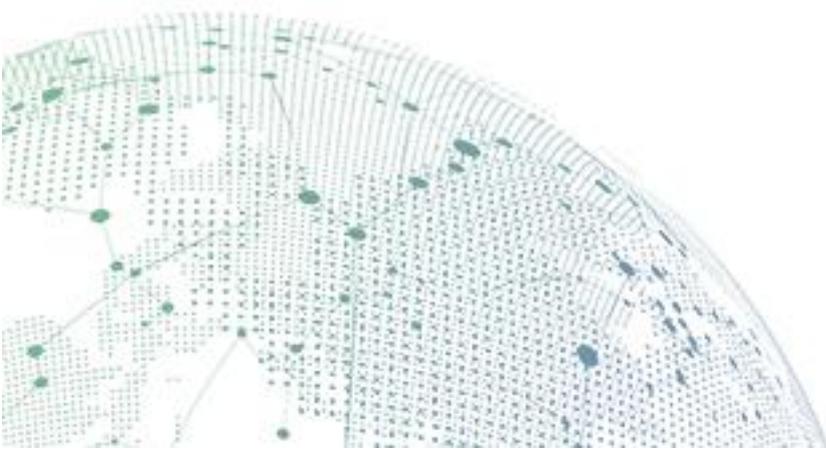
**SANGFOR**



# **IAM**

## Database Updated Failed Troubleshooting Guide

Version 12.0.13



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## 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

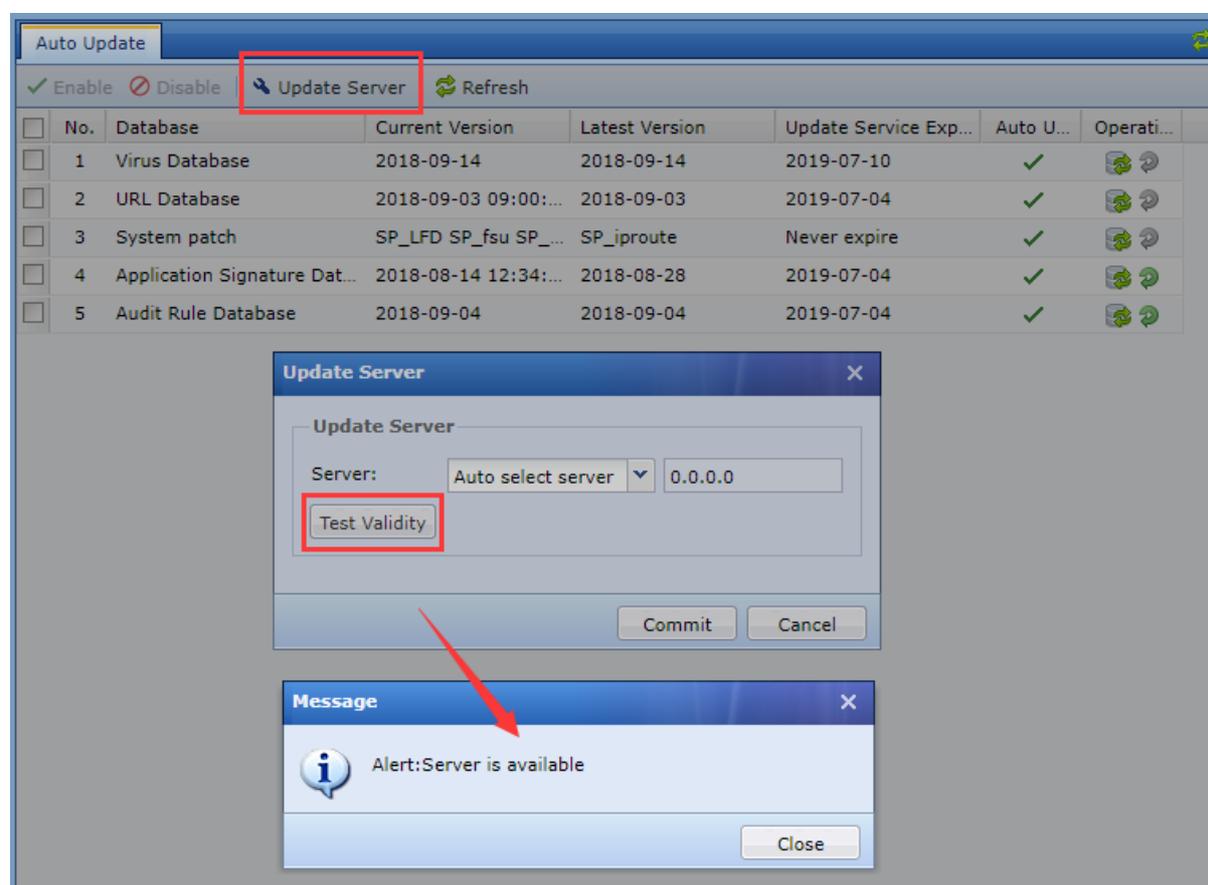
Encounter the issue to update the databases successfully through online method initiated within the WEBGUI option.

## Chapter 2 Troubleshooting Methods

### 2.1 Check if the database update license still valid

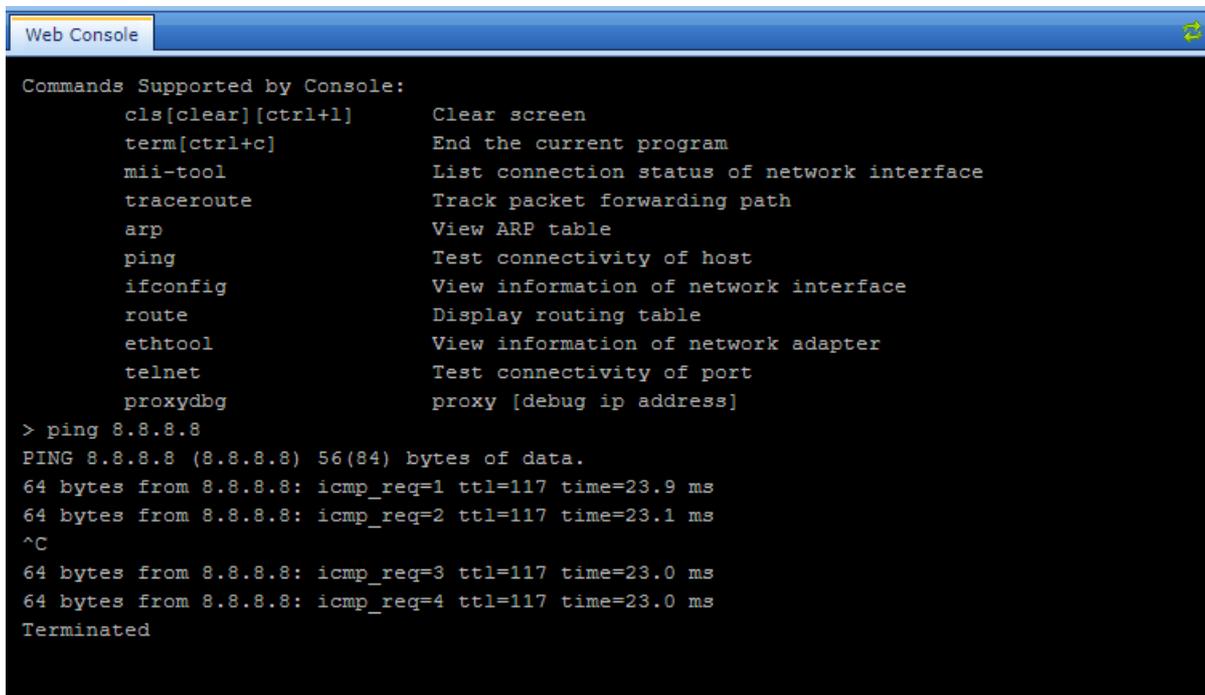
### 2.2 Test the update server connectivity

- 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.



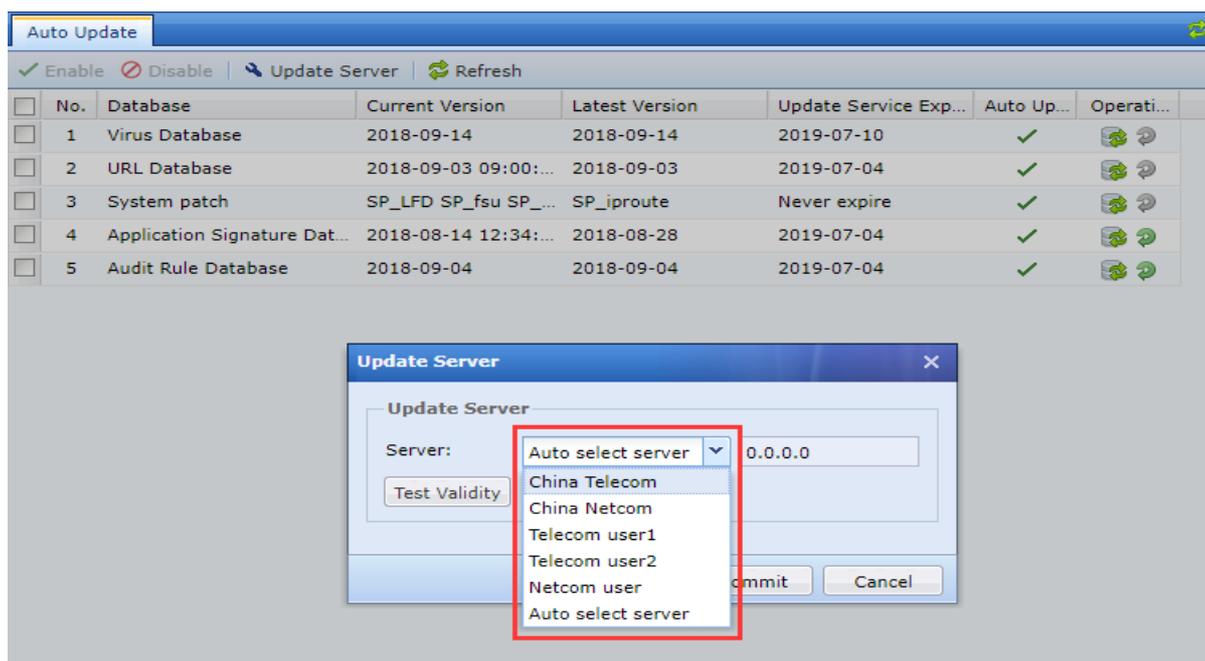
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Web Console

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
  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=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
```

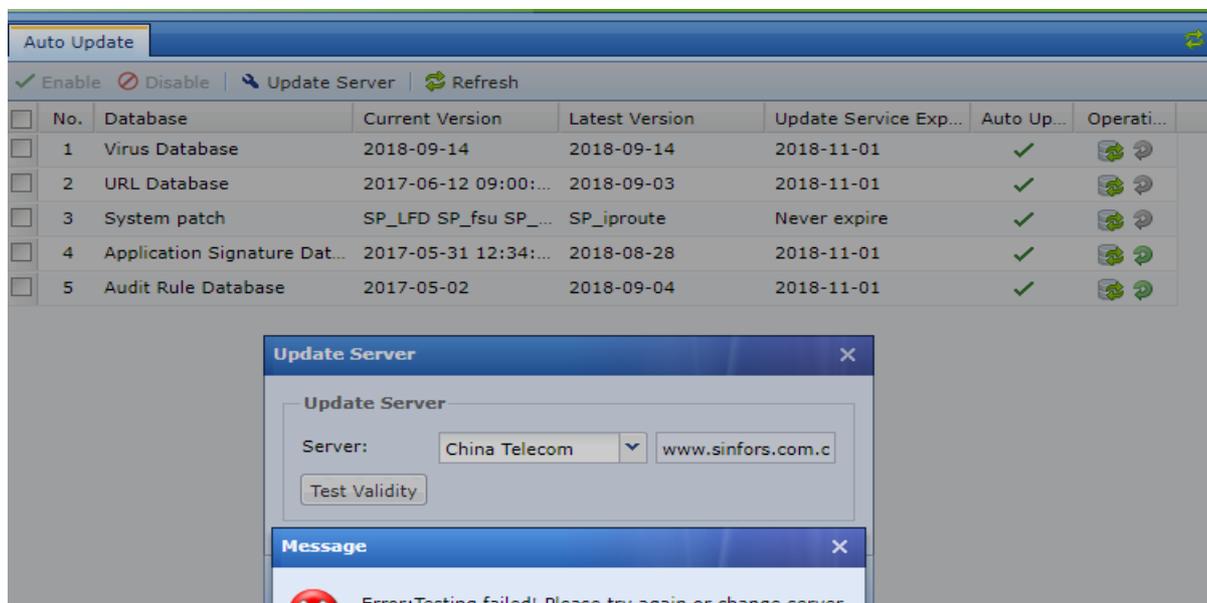
## 2.4 Try selecting different update server

- 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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