

## Firmware and Database updates not working.

Posted by lookin - 30 Nov 2014 19:42

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Hello, I cannot do any kind of update to the HP or the database. Are you having problems?

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## Re: Firmware and Database updates not working.

Posted by Jay911 - 03 Dec 2014 00:13

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Have you ever been able to get an update (with this computer and Internet connection) before?

Has anything in your setup changed? New computer, new modem, new router?..

Timeout error could be anything from a firewall blocking the FTP port to a backhoe cutting your cable in half, but since you're online and posting, the latter one seems unlikely.

Are you familiar with how to do a traceroute or ping? Start a command prompt (Windows key plus R, or click Start>Run, and type 'cmd' and press Enter):

Ping: Type 'ping ftp.homepatrol.com' at the command prompt. If you get anything other than '"Destination host unreachable"', your computer is able to 'see' the FTP site.

Traceroute: Type 'tracert ftp.homepatrol.com' at the command prompt. It may take several minutes to finish. If you don't end with 69.15.51.147 (mail.dcius.com) as the last hop, that indicates you can't reach the site.

If those DO end in success, we need to look at something else.

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## Re: Firmware and Database updates not working.

Posted by lookin - 06 Dec 2014 02:01

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I'm still having the same issue. I have recently purchased BCD536HP in addition to my HP1 and both

sets of Sentenel are having the same issue of timing out. Anyone have any ideas? I took my HZp1 to work and had no issues updating it.

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**Re: Firmware and Database updates not working.**

Posted by Jay911 - 06 Dec 2014 02:04

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I didn't get a reply to my post, but if you have tried from another location and it worked, that makes it 99% likely that it's your Internet connection. Either your connection is just plain bad, you have a firewall blocking either the Sentinel software in specific or FTP access in general, or something similar.

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**Re: Firmware and Database updates not working.**

Posted by lookin - 06 Dec 2014 02:11

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Yes Jay. This pf has worked for better than a year.

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**Re: Firmware and Database updates not working.**

Posted by lookin - 06 Dec 2014 02:15

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Jay, on the ping I get request timed out. I'll do the other check now

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**Re: Firmware and Database updates not working.**

Posted by lookin - 06 Dec 2014 02:20

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On the trace route I grt request timed out also.

The HP IP is 169.15.51.147?

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