

## **CAN'T UPDATE HP2**

Posted by toddjreese - 19 Oct 2017 06:55

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I recently purchased a Home Patrol 2.

When I try to update the Home Patrol 2 Firmware I get the following error message

HP Update Failed

Action Canceled

Could not connect to server

When I try to update the database I get the following error message

HPDB Update Failed

Action Canceled

Could not connect to server

I am using Windows 10

I am using Windows Defender

I am using Google Chrome as my default web browser

I have 8GB memory

I have 867GB free disk space

Thank You

Any help would be greatly appreciated.

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## **Re: CAN'T UPDATE HP2**

Posted by vroderick - 19 Oct 2017 13:01

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**todddjreese wrote:**

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When I try to update the Home Patrol 2 Firmware I get the following error message

HP Update Failed

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When I try to update the database I get the following error message

HPDB Update Failed

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Could not connect to server

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Thank You

Any help would be greatly appreciated.

Try once more, could be just a glitch somewhere, but it would be a very rare event that it's on Uniden's end.

That message almost certainly indicates a problem somewhere on your end. Could be your anti-virus

software blocking your access to the Uniden server. Could also be your Windows firewall or your ISP blocking access to the FTP transfer for the update file.

If you are using a Satellite based ISP, that's a possibility also.... but that is usually indicated by a "Operation Timed Out" error message.

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**Re: CAN'T UPDATE HP2**

Posted by todddjreese - 19 Oct 2017 16:44

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I forgot to mention that I am NOT using satellite internet, and when I installed the Sentinal Software I did allow my Windows 10 Firewall access to the Sentinal Software.

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**Re: CAN'T UPDATE HP2**

Posted by vroderick - 19 Oct 2017 17:13

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**toddjreese wrote:**

I forgot to mention that I am NOT using satellite internet, and when I installed the Sentinal Software I did allow my Windows 10 Firewall access to the Sentinal Software.

I just updated my database and everything is working OK on the Uniden end.

Be sure you are using the latest version of Sentinel (Version 2.03.02) available here:

[info.uniden.com/twiki/bin/view/HomePatrol/HomePatrolSentinel](http://info.uniden.com/twiki/bin/view/HomePatrol/HomePatrolSentinel)

Also, copy and paste this address to your browser:

ftp.uniden.com

And see if you can get there with your browser. You should see a login window from the Uniden server.

You won't be able to login to that server (Sentinel does that internally), but if you can see it, that will tell you if you can at least access it. If you don't get the login window, it is definitely something on your end blocking access to the update server.

Your ISP may have FTP transfers blocked, it's not uncommon to see that. Your router firewall/settings may also be blocking FTP access

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**Re: CAN'T UPDATE HP2**

Posted by todddjreese - 20 Oct 2017 18:10

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I just checked with my ISP to see if they were blocking FTP traffic and they said that they DO NOT block FTP traffic

By the way: I am NOT using a satellite ISP, I use a High-speed Internet (Cable Internet ISP). I am using VERSION 2.03 REVISION 02 of the Sentinal Software and I have allowed it in the Windows Firewall.

As a side-note I will also tell you that I thought that I was using Windows Security Essentials, Apparently I am using Windows Defender.

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**Re: CAN'T UPDATE HP2**

Posted by vroderick - 20 Oct 2017 18:15

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**toddjreese wrote:**

I just checked with my ISP to see if they were blocking FTP traffic and they said that they DO NOT block FTP traffic

By the way: I am NOT using a satellite ISP, I use a High-speed Internet (Cable Internet ISP). I am using VERSION 2.03 REVISION 02 of the Sentinal Software and I have allowed it in the Windows Firewall.

As a side-note I will also tell you that I thought that I was using Windows Security Essentials, Apparently I am using Windows Defender.

What happened when you tried to reach ftp.uniden.com with your browser? Did you get the server login window asking for a password.... or did you get a "can't connect" error message?

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