

# Troubleshooting the Internet Update Feature in GoldMine

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# Troubleshooting NetUpdate

## Common Update Errors

### **Error: Connection Failure (2)**

This error message indicates that the local machine could not connect to the update server. Reasons for this may include security on the user's end, such as a firewall, or the security settings on the web browser. This error can also indicate that the update server may be temporarily down for maintenance.

#### **Firewalls:**

Access to the Internet through a firewall may require the system administrator to grant special access. GoldMine NetUpdate will use port 21 (for FTP), Port 80 (for HTTP), and port 443 (for HTTPS; Secured HTTP). If any of these ports are closed on the firewall, the system administrator must open them for NetUpdate to work.

#### **Browser Security Settings:**

The security settings can be found in an open Internet Explorer window under Tools>>Internet Options>>Security. Change the setting to Medium or lower while performing the NetUpdate. Once NetUpdate has completed, the setting can be returned to a higher one, if desired.

### **Error: Connection Failure (3)**

This error indicates that the connection failed or was lost while a download was in progress. Try the update again.

### **Error: We cannot validate your information at this time**

This message is due to either registration issues with your account with Frontrange or incorrect information that has been submitted during the login process. This message only occurs for users of GoldMine Corporate Edition. The first place of contact when receiving this error should be FrontRange Customer Care (800-755-2100, option 3) to insure that all registration information has been entered correctly and that the information matches what is on file with FrontRange.

## Frequently Asked Questions & Answers Regarding NetUpdate

*I am not running the most recent version of GoldMine, yet that is the message I see when I try to NetUpdate. Why?*

The NetUpdate server will not present a server busy message; instead, if a user tries to update when the server is busy, the message that they are currently running the latest version is

presented. If you know you are not running the latest version and get this message, try to update again at a later time.

***How do I update my remote Undocked GoldMine users?***

During NetUpdate an updated version of the installation file, named GMXsetup.exe (X=version), replaces the existing file in the GoldMine installation. In order to update any remote users, this file can be copied to an alternate media, such as a CD, or transferred to the remote computer using any method you choose. Place the file in the GoldMine/Setup/GoldMine directory on the remote computer, and then run the executable in order to properly update that installation.

***Why did I have to reenter my license when I updated my GoldMine?***

The normal update process does not require this. If you receive dialog asking for the user license information, then a mistake has occurred in the update process. Make certain the update file, GMXSetup.exe (X=version), has been placed in the correct directory (GoldMine/Setup/GoldMine) on the primary computer and run from there.

***Can I just get a CD instead of performing a NetUpdate?***

As a rule, we ask that all customers perform the NetUpdate process when updating GoldMine. Requests for an update CD can, however, be placed with FrontRange Customer Care, who will make the final determination regarding the shipment of a CD. Please be aware that there may be an additional charge for this service.