

Not possible to update software

Affected version(s): all

Problem

You are trying to update Open-Xchange Appsuite but you are getting errors, like "401 - Not authorized" but you are sure your credentials are correct. You can also not access the repositories (for example <https://software.open-xchange.com/components/appsuiteui/updates/>) via a browser with your credentials.

Root Cause

Access to some directories (like updates or some products) on the server is limited to customers with a valid subscription and a recent report, see below.

Solution

Please run the report tool, see https://documentation.open-xchange.com/latest/middleware/components/report_client.html to transmit the latest report. If there are any errors, please add to the support ticket.

If this is not helping please contact support:

<https://support.open-xchange.com/>

with the output of the update command (like apt update or yum update) and your repository configuration

```
debian: /etc/apt/sources.list.d/  
RHEL/CentOS: /etc/yum.repos.d/  
SLES: /etc/zypp/repos.d/
```

please remove passwords before sending the files to support.

Related articles

- [Thunderbird calendar sync not working anymore since version 78](#)
- [Email Whitelist and Blacklist for VadeSecure](#)
- [Mail Server error codes of OX App Suite Cloud and OX App Suite Managed MX handlers](#)
- [Internet Explorer not loading the web interface](#)
- [Setting default Appsuite UI parameters via configuration](#)