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/7.10.6/middleware/miscellaneous/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://www.open-xchange.com/resources/ox-support/general-information

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

- Signatures not available on Mobile Devices
- How to resolve permission configuration issues
- Updating to 7.10.5 or later - NO_PUBKEY 12111537DFD4BCF6
- Open-Xchange service not starting because of wrong osgi directory permissions
- OOM errors in logfiles