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Subject: check for updates problem

Posted by [david](#) on Wed, 06 Jun 2007 07:56:15 GMT

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I am currently having the following problem getting NST to check for updates:

"Protocol Error: Proxy Authentication Required."

The server NST is on does not go through an http proxy for internet access (i assume this is the way NST checks for updates?)

Have I configured something wrongly ?

Thanks

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Subject: Re: check for updates problem

Posted by [support](#) on Tue, 12 Jun 2007 09:39:32 GMT

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>  
> I am currently having the following problem getting NST to  
> check for updates:  
>  
> "Protocol Error: Proxy Authentication Required."  
>  
> The server NST is on does not go through an http proxy for  
> internet access (i assume this is the way NST checks for  
> updates?)  
>  
> Have I configured something wrongly ?  
>  
NST to connects to our web server [www.byteplant.com](http://www.byteplant.com) to retrieve update information.

The error message is returned by the HTTP request, so it seems that there is indeed a proxy or firewall involved on your side. The HTTP error code for this message is 407, in case you are wondering.

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Subject: Re: check for updates problem

Posted by [david](#) on Fri, 11 Jan 2008 16:12:17 GMT

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Hello,

I have been manually updating NST, as I am still unable to use the 'check for updates' feature.

The server that NST is running on is definately not going through a proxy for internet access, it does go through a firewall, but has unrestricted access.

Please advise if there is a fix for this yet.

Thanks

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Subject: Re: check for updates problem

Posted by [support](#) on Mon, 14 Jan 2008 08:55:31 GMT

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> I have been manually updating NST, as I am still unable to use  
> the 'check for updates' feature.

>

> The server that NST is running on is definately not going  
> through a proxy for internet access, it does go through a  
> firewall, but has unrestricted access.

>

> Please advise if there is a fix for this yet.

What happens if you do a  
telnet www.byteplant.com http  
from the machine NoSpamToday is running on?

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Subject: Re: check for updates problem

Posted by [david](#) on Wed, 16 Jan 2008 08:14:24 GMT

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If I do: telnet www.byteplant.com http, it connects ok.

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Subject: Re: check for updates problem

Posted by [support](#) on Wed, 16 Jan 2008 17:43:36 GMT

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If a check for updates request is handled by our web server, it is not possible that a HTTP reply

like the one you got is given. It must involve some proxy on your end.

It would have been nice if telnet hadn't worked, but even when it works for your user account there may still be lots of possible configuration differences in your setup, so that NST is blocked when trying its http request.

Please check your proxy/firewall's logs to see what might be the problem.