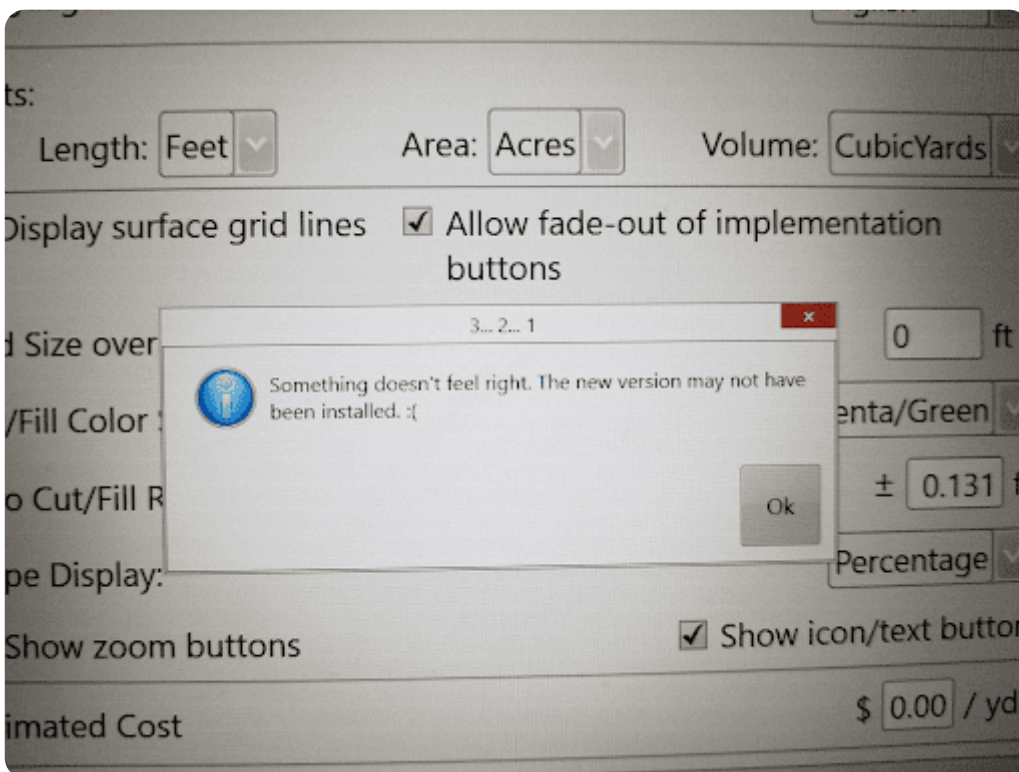


# T3RRA software is not updating

## Symptoms:

**When attempting to update T3RRA software using the normal method in the Settings area an error message like the following appears. You appear to have a good internet connection.**



## Cause:

**If you are on a corporate network it might be configured not to allow access to certain websites. Our download server may not be on an approved whitelist.**

## Solution:

**Request help from the company network administrators.  
Alternatively switch to another network (such as by tethering the tablet to your phone's internet signal).**

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