Customers can easily run into a situation where the thinclients shows the pop-up „Hostname not found" (ftp.igel.de, bla bla)

Usually there are two (older) reasons / direct causes for many firmware versions:

- Client is orphaned (altough there is still a green object with configured options in the UMS) and therefore the config that you see in the UMS is not set on the client.

Mostly happens with freshly **re-**installed UDC-Clients. Client has to be **re-**added.

- Firmware is not assigned but one partition needs an update. Client will force the message even without an assigned firmware.

Mostly happens with freshly reset clients because a reset enables previously disabled features (= partitions, that have got outdated, they need a single partition update after their re-activation)

## With IGEL Linux 10 we have one more possible reason – and it could be missed easily:

- Customer creates a profile with the Option „Upgrade to LX 10" like in this screenshot:
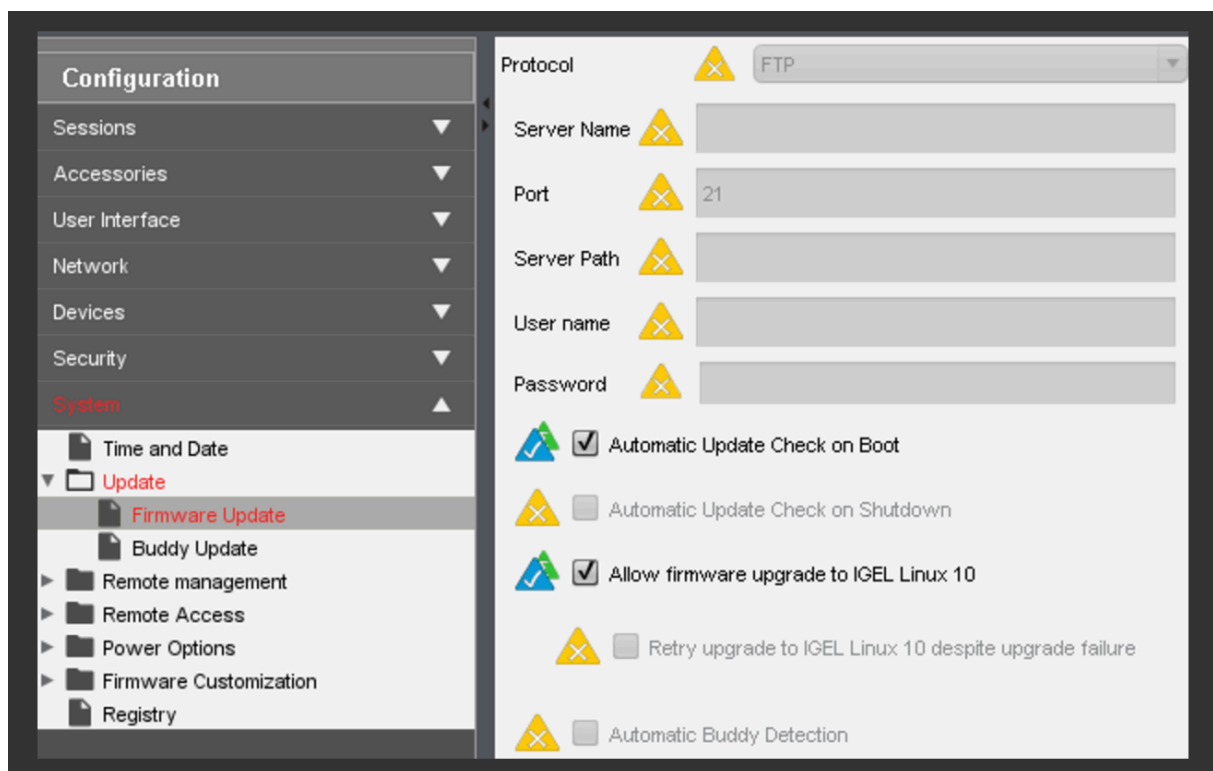
Reason:

The „Automatic Update Check on Boot"-Option you see belongs to the FTP Protocol, so the client thinks that the FTP protocol shall be used. (altough it has empty values)
If you select „HTTPS" you will see that this „Automatic Update check" is not the same option and not activated:
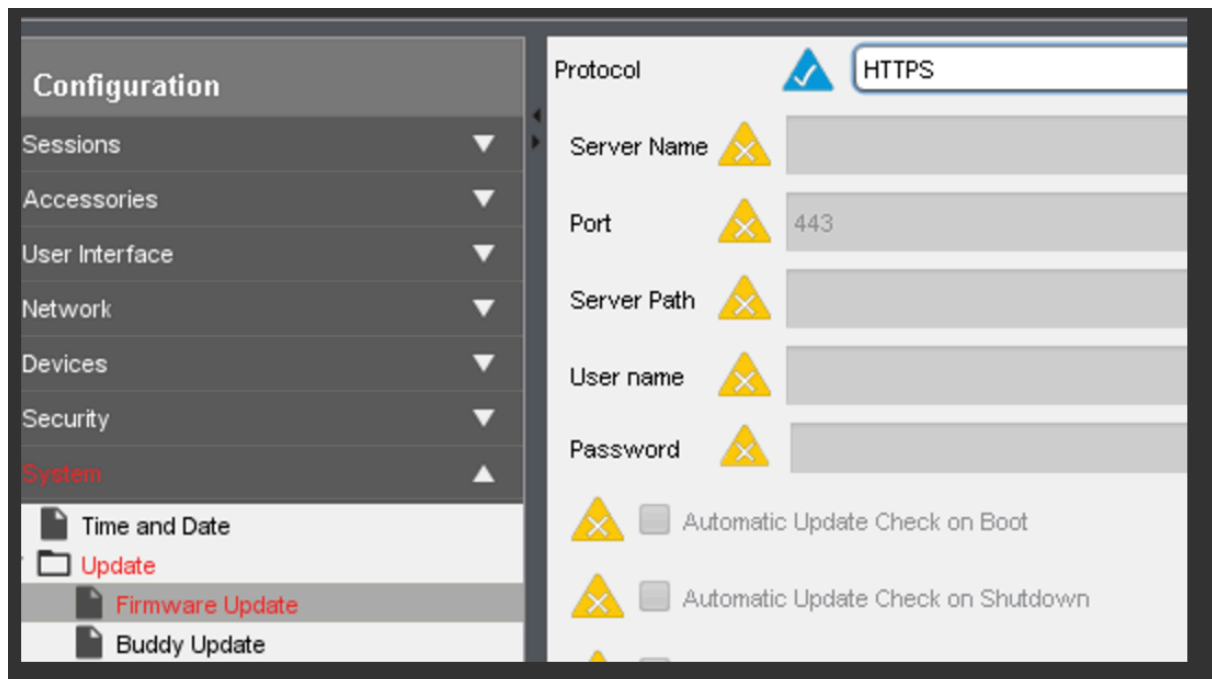
Solution:

Do exactly as described in eDocs:

Select "HTTPS" as Protocol.
(http://edocs.igel.com/index.htm#12394.htm)

A number of customers already run into this issue because one might not think that we have a couple of identical Automatic Update Checkboxes in the same menu. One could easily miss that because the other parameter „Allow Firmware upgrade" is a global update option that does not belong to FTP only!