

## **Install / Updates / OS**

### **I downloaded the file and ran the install but received an FtpCommand failed error message near the end of the install**

When installing you need to make sure the FTP server is running on your server. If it is, you may need to contact your network administrator to see if FTP is being prevented by your PC or network settings.

You can also download our [ISO image](#) to install/update.

Unique solution ID: #1162

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