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Subject: Unable to update antivirus. Receiving 403 error.

Posted by [blackbox](#) on Thu, 09 Aug 2018 23:39:18 GMT

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Antivirus last updated 15 hours ago. It looks like we've been receiving a 403 error from Kerio's update servers.

<https://status.gfi.com/> doesn't seem to mention any issues.

Is anyone else experiencing this?

[09/Aug/2018 00:02:33] AntivirusModule.cpp: Antivirus Server error(0): Unable to fetch updates: HttpError403 (-2102)

[09/Aug/2018 00:02:37] AntivirusModule.cpp: Antivirus update failed: Unable to fetch updates: HttpError403 (-2102)

[09/Aug/2018 01:04:03] AntivirusModule.cpp: Antivirus Server error(0): Unable to fetch updates: HttpError403 (-2102)

[09/Aug/2018 01:04:13] AntivirusModule.cpp: Antivirus update failed: Unable to fetch updates: HttpError403 (-2102)

[09/Aug/2018 02:03:40] AntivirusModule.cpp: Antivirus Server error(0): Unable to fetch updates: HttpError403 (-2102)

[09/Aug/2018 02:03:45] AntivirusModule.cpp: Antivirus update failed: Unable to fetch updates: HttpError403 (-2102)

[09/Aug/2018 03:11:11] AntivirusModule.cpp: Antivirus Server error(0): Unable to fetch updates: HttpError403 (-2102)

[09/Aug/2018 03:11:16] AntivirusModule.cpp: Antivirus update failed: Unable to fetch updates: HttpError403 (-2102)

[09/Aug/2018 11:00:58] AntivirusModule.cpp: Antivirus Server error(0): Cannot find update location: Failed to connect to bupdate.kerio.com port 443: Connection refused. Download failed.

[09/Aug/2018 11:01:09] AntivirusModule.cpp: Antivirus Server error(0): Cannot find update location: Failed to connect to bupdate.kerio.com port 443: Connection refused. Download failed.

[09/Aug/2018 11:01:09] AntivirusModule.cpp: Antivirus update failed: Cannot find update location: Failed to connect to bupdate.kerio.com port 443: Connection refused. Download failed.

[09/Aug/2018 16:02:58] AntivirusModule.cpp: Antivirus Server error(0): Unable to fetch updates: HttpError403 (-2102)

[09/Aug/2018 16:03:04] AntivirusModule.cpp: Antivirus update failed: Unable to fetch updates: HttpError403 (-2102)

[09/Aug/2018 17:03:03] AntivirusModule.cpp: Antivirus Server error(0): Unable to fetch updates: HttpError403 (-2102)

[09/Aug/2018 17:03:08] AntivirusModule.cpp: Antivirus update failed: Unable to fetch updates: HttpError403 (-2102)

[09/Aug/2018 18:02:30] AntivirusModule.cpp: Antivirus Server error(0): Unable to fetch updates: HttpError403 (-2102)

[09/Aug/2018 18:02:35] AntivirusModule.cpp: Antivirus update failed: Unable to fetch updates: HttpError403 (-2102)

[09/Aug/2018 19:02:24] AntivirusModule.cpp: Antivirus Server error(0): Unable to fetch updates: HttpError403 (-2102)

[09/Aug/2018 19:02:28] AntivirusModule.cpp: Antivirus update failed: Unable to fetch updates: HttpError403 (-2102)

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Subject: Re: Unable to update antivirus. Receiving 403 error.

Posted by [AndreKI](#) on Fri, 10 Aug 2018 07:42:46 GMT

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same

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Subject: Re: Unable to update antivirus. Receiving 403 error.

Posted by [daniel](#) on Fri, 10 Aug 2018 08:54:45 GMT

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[09/Aug/2018 19:59:51] Antivirus Server error:(PID: 40567) Unable to fetch updates:  
HttpError403 (-2102)

[09/Aug/2018 19:59:51] Unable to perform Kerio Antivirus update. Error: Unable to fetch  
updates: HttpError403 (-2102)

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Subject: Re: Unable to update antivirus. Receiving 403 error.

Posted by [dr\\_bw](#) on Fri, 10 Aug 2018 14:12:58 GMT

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Looks like CDN problems again. Had that today and it fixed itself with a repair install and  
resetting the antivirus, probably because it was routed to a different server afterwards.

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Subject: Re: Unable to update antivirus. Receiving 403 error.

Posted by [b-tom](#) on Fri, 10 Aug 2018 15:10:19 GMT

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hm, Looks like it's related to your location. So far I can't confirm Antivirus 403 errors. No entries  
show up in the logfile.

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Subject: Re: Unable to update antivirus. Receiving 403 error.

Posted by [jimsky7](#) on Sun, 12 Aug 2018 16:42:31 GMT

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Yes, absolutely. There are three things related to AV that plague my installation (9.2.7-3949 on  
Ubuntu 18.04 LTS and using "integrated Kerio Antivirus engine").

(I have substituted 'example.com' in the log snips below)

[11/Aug/2018 20:04:06] AntivirusModule.cpp: Antivirus update failed: Unable to initialize plugin,  
error: Recv. thread stopped/failed

[10/Aug/2018 11:09:01] mail\_avir.cpp: Antivirus check of mail from <abc@example.com> to  
<xyz<\_at\_>example.com> failed: Plugin is not responding, error(3)

[08/Aug/2018 21:31:34] AntivirusModule.cpp: Antivirus Server error(0): Unable to fetch  
updates: HttpError403 (-2102)

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Even though I get these a lot (sometimes AV won't be able to update for over 24 hours), the Kerio-Connect dashboard still reports recent (26 minutes ago) AV updates.

Tonight I'm installing 'patch 2' of 9.2.7 because people report that at least it doesn't make Kerio-Connect unstable, and will report back what my results are/were.