AlphaCard
ID Builder
for Mac

TECHNOTE
(12/2017)

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AUTHOR: ID Builder TECHNICAL SUPPORT
PRODUCT/AREA: Security

"Security Server Not Responding" Error
(Upgrade cannot be applied or license recovered)

When an upgrade cannot be applied or a license recovered, please check if you've not a firewall or proxy that could be blocking the signal between ID Builder and our license API server.

If the issue persists, please note that ID Builder needs to communicate with our server through the ports 80 or 8080 and verify if you haven't any **proxy, firewall or anti-virus** blocking it.

If it's being blocked, you have two options, the first one is to open an exception in your firewall/proxy to this IP address 50.97.173.29 or do the upgrade outside of the network.

▶ **EMAIL:**
support@alphacard.com

▶ **PHONE:**
(866) 945-6810

▶ **SUPPORT:**
AlphaCard.com/IDbuilder/support

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