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## QuickStore: Can not update

Max Holden - 2023-08-22 - [Software](#)

If QuickStore hangs while attempting to retrieve the update file from the FTP site, first try opening Internet Explorer and go to Tools > Internet Options > Advanced. Scroll through the list and locate Use Passive FTP (for firewall and DSL modem compatibility). Toggle the check box for that option. In most network configurations, it needs to be checked, but sometimes it needs to be unchecked. Set yours the opposite of what it was, then try the download again.

If the above did not work, then something about your network configuration (firewall, antivirus, etc) is blocking the connection. Whatever is blocking that may block this as well, but try downloading this file:

<https://dl.waspbarcode.com/kb/qs/updates334.zip>

If this download is successful, extract the zip file's contents (2 files: updatestatus\_v2.csv & wqs334.zcp) to c:\WQS\download\updates. (If the updates folder does not exist, you will need to create it.) When you next close the program (on the main machine and any additional lanes), it will prompt you to apply the recently downloaded update.