

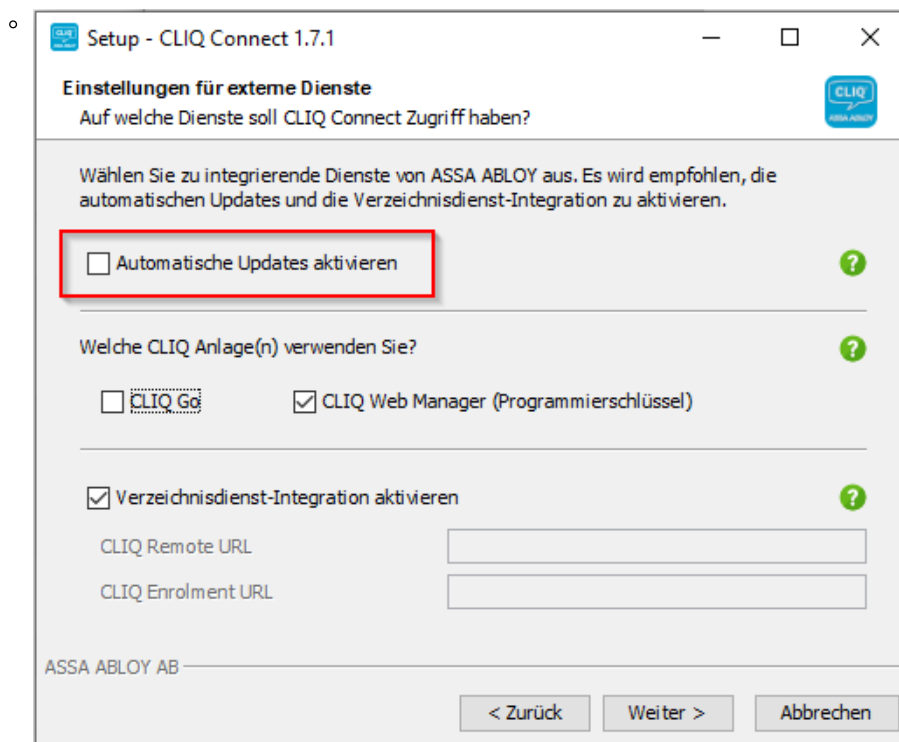


Since update to CLIQ Web Manager (CWM) version 11, CLIQ Connect cannot connect to the server.

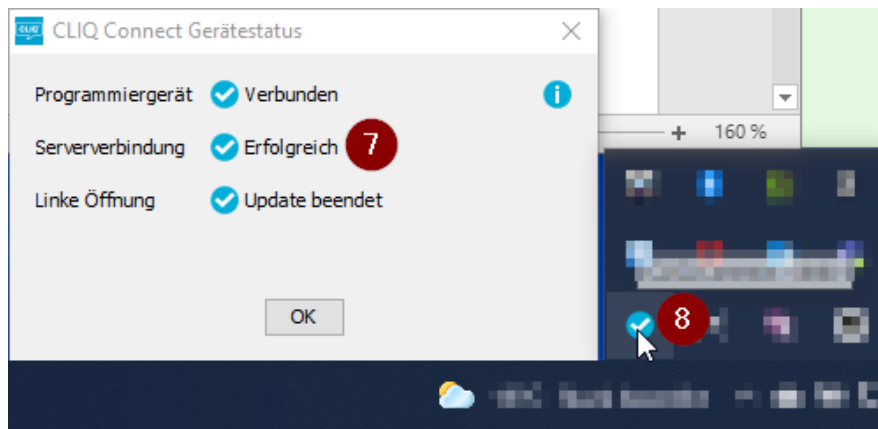
You use CLIQ Connect (ccPC) together with a Proxy and have problems establishing a server connection since the changeover to Web Manager Version 11 (CWM11)?

Unfortunately, this is an error that can occur in this constellation and will be corrected shortly. As a quick and relatively uncomplicated workaround, we can suggest a new installation of CLIQ Connect. The automatic backup must be deactivated, then the connection will work again.

1. ccPC uninstall
2. ccPC download
 - cliqconnect.assaabloy.com
3. Reinstall
4. Do NOT set the checkmark "Activate automatic update".



5. Start ccPC
6. Check configuration and also,
7. whether a server connection can be established
 - Double click on the ccPC symbol
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[Link zum FAQ-Eintrag](#) | Status as of: 27.09.2022 | SNE