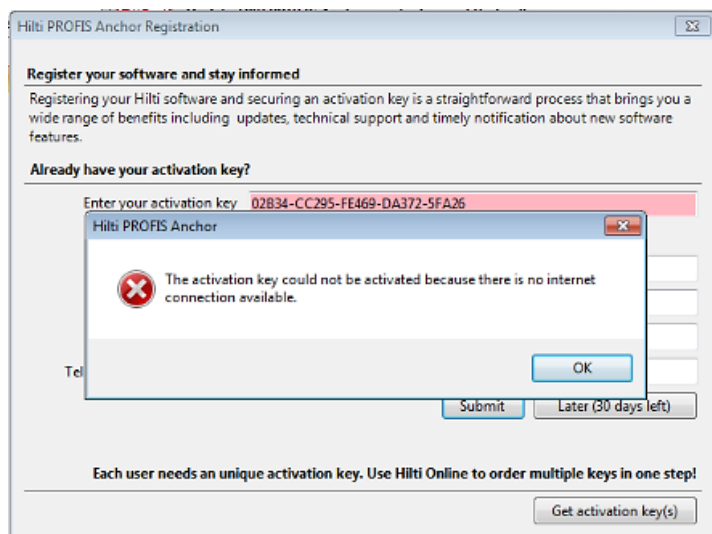# SW Registration – no internet connection available

Solution for the 3 potential issues:

1. Proxy settings and Firewall

The user needs to check with their IT administrators if there could be an issue with the (SSL) certificates on his machine or proxy

Web addresses used by PROFIS applications are:

https://profisd.hilti.com/hiltiautoupdateonlineservice/ActivationService.asm

https://profisd.hilti.com/hiltiautoupdateonlineservice/HiltiCustomerSupportService.asmx

http://download.hilti.biz/data/techlib/...

Additionally, AutoUpdate uses a few more URLs to verify Hilti certificates, such as:

http://cacerts.digicert.com/DigiCertSHA2AssuredIDCodeSigningCA.crt

http://crl3.digicert.com/sha2-assured-cs-g1.crl

http://crl4.digicert.com/sha2-assured-cs-g1.crl

http://ocsp.digicert.com

http://cacerts.digicert.com/DigiCertAssuredIDRootCA.crt

http://crl4.digicert.com/DigiCertAssuredIDRootCA.crl

http://crl3.digicert.com/DigiCertAssuredIDRootCA.crl

2. Folder permissions:

The user needs to check with IT administrators if he has the sufficient rights on the program data (%programdata%\HILTI\PROFIS AutoUpdate)

3. Anti-virus:

The user needs to disable anti-virus.

(*) If the issue persists please provide the AU log files and a screen shot of the error message