



**Issue:**

CSM fails to connect the necessary backend services.

**Possible solutions:**

Find out if the troubleshooted device has a sufficient connection to the backend services.

1. The following services should be available via browser in ports 80 and 443.

- <http://wsus.csm.fi/Content/OnlineCheck.txt>
- <https://wsus.csm.fi/Content/OnlineCheck.txt>
- <https://cgw.csm.fi/AgentGateway.asmx>
- <https://csm-wsus-api.azurewebsites.net>

2. Your firewall should accept connections to these services above also in the following protocols.

- Background Intelligent Transfer Service (BITS)