Tipo Documento: Pillole	
Linea Prodotto:	TS Studio Contabilità Redditi
Procedura:	TS Experience - TS Studio
Area:	TSX - Supporto configurazione
Modulo:	Configurazione/Amministrazione
Versione / Build:	/ -
Data Inizio Validità:	20/10/2020
Classificazione:	Guida Utente
Titolo:	ERROR UNABLE TO CONNECT TO WEBSGD

Error: Unable to connect to WebSGD

In case of error "Unable to connect to WebSGD", make sure that WebSGD is running on Windows tray bar, WebSGD service is usually blocked by some anti-viruses for security reasons due to false positives.

In that case we should:

1. Add exclusions inside the antivirus or firewall, pointing to the following folders: C:\TCE, C:\SGD and C:\Users\%username%\AppData\Local\Programs\WebSGD\.
2. Make sure to delete all the folders for which we added exclusions.
3. Install WebSGD again.
4. Access to Ts Experience portal in SSL mode (https://)

Note: Please make sure that the computer user has all the privileges to avoid reading/writing issues with WebSGD and if needed, manually re-install the SSL certificate and if the issue remains, try with Opera browser too.