

General Knowledgebase Articles

Unable to connect to the remote server error when attempting to activate or update an act4work product

If you receive an unable to connect to the remote server error when attempting to activate or update an act4work product, it is likely that your local or network firewall may be blocking connections to our activation server. In order to verify if you are able to reach the activation server, please open up a web browser, and try to navigate to the URLs below:

<https://activation.act4work.com/>

<http://updates.act4work.com/>

<http://updates.apps4act.com/>

If you are not able to reach the above URLs, please work with your IT department to add the above URLs to your antivirus or firewall exceptions.

Attached files:

Unique solution ID: #1009

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