

Can't connect CSM to Collaborati?

Do you suspect that it is because of the URL you're using in **CSM Connection Settings**?

The screenshot shows the 'CSM Settings - Settings' page. On the left is a navigation menu with 'CSM Settings' highlighted. The main content area has a status message: 'Synchronization with Collaborati is currently stopped.' Below this are two sections: 'Connection Settings' and 'Synchronization Settings'. The 'Connection Settings' section is highlighted with a blue box and contains the following information: URL: https://dummydata.test.collaborati.com/collaboratitest/remoting/RemoteService1-httpinvoker, User ID: sysUser1556043173644, and Password: *****. A 'Test Connection' button is located below the password field. The 'Synchronization Settings' section shows 'Run Interval (in Minutes): 60', 'Status: Stopped' with a 'Start' button, and 'Warning Sync Duration Threshold (minutes): 30'. It also lists the last successful synchronization details: Started at November 1, 2021 5:10 PM, Completed at November 1, 2021 5:10 PM, and Completed in 0 hours, 0 minutes, 13 seconds. A 'Connection Log' link is at the bottom of this section.

Notice within the screenshot, the **URL** :

for Collaborati Production use:

<https://www.collaborati.net/remoting/RemoteService1-httpinvoker>

for Collaborati STAGE use:

<https://fulldata.test.collaborati.com/collaboratistage/remoting/RemoteService1-httpinvoker>

for Collaborati TEST use:

<https://dummydata.test.collaborati.com/collaboratitest/remoting/RemoteService1-httpinvoker>

UserID : is the one you received in your email

Password : is the one you received in your email