

# Mobile Monitoring with SSL - "error contacting the WAAM service"

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## Symptom

When logging into Mobile Monitoring admin you will receive:  
Error Contacting the WAAM service.

When logging directly to Web Area Access Manager through the browser it successfully loads using SSL.

## Resolution

The following files must be edited to use SSL.

MobileMonitoring.Admin.exe.config

MobileMonitoring.Service.exe.config

They should look similar to this depending on version:

## Applies To

OnGuard (All versions)

## Additional Information

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