MindView failed to communicate with the servers

Unlock the Power of MindView: Check Your Connection Settings

MindView needs to communicate with a few key domains to deliver its fantastic features, especially for collaboration and online documents.

Please ensure your system allows access to the following essential domains:

Service	Address	Why it's Critical
Authorization	https://accounts.matchware.com	This is your **key** to subscription access!
MindView Online	https://www.mindviewonline.com	Essential for online document work.
MindView Drive	https://www.sharedworkspace.com	Essential for collaboration and file storage.
MindView Assist	https://api.mindview.app	Keeps your application running with the latest tools.
MindView AI	https://ai.mindview.app/	Gives you access to exciting AI features!
Help & Quick Start	https://help.matchware.com	For instant access to guides and support.

The Fast Fix: Update Your Security Certificates

MindView uses the native Windows connection tools (called **WinINet**) to communicate securely. The most common reason for a connection error is that your system's **Root Certificates**—which are like digital ID cards—are a bit out of date. If they're outdated, your system blocks access to non-validated sites.

Important Initial Checks:

- **Update Windows:** Make sure your Windows operating system is fully updated! This automatically updates your security certificates.

- **Check Your Proxy:** If you use a network proxy, ensure it is configured to allow communication to**all** the domains listed in the table above.

Option 1: Adding Domains to Trusted Sites (Easy & Recommended)

This adjustment tells your system to trust our domains completely.

1. Open **Internet Properties** from the Windows Control Panel.

2. Go to the **Security** tab.

3. Select **Trusted sites** and click the **Sites** button.

4. Add each of the addresses listed above and click **Add**.

Option 2: Disabling Certificate Validation (A Powerful

Workaround)

If MindView is still having trouble connecting, we can temporarily turn off the strict certificate validation. This is especially useful if you can't update your Root Certificates right away.

1. Open **Internet Properties** from the Windows Control Panel.

2. Go to the **Advanced** tab.

3. Scroll down to the **Security** section.

4. **Uncheck** the following items:

   - "Check for publisher's certificate revocation"

   - "Check for server certificate revocation" (**Requires a restart!**)

   - "Check for signatures on downloaded programs"

Option 3: Manual Security Certificate Update (For Advanced Users)

You can force a manual update to your security certificates for a definitive fix.

1. **Download the updated certificates:**

   - Start the **Command Prompt** (search for `cmd`).

   - Run the command: `certutil –generateSSTFromWU trc.sst`

2. **Install the updated certificates**

   - Start **Powershell** (search for `powershell`).

   - Run the following two lines (replace <path to root certs> with the actual file path):

   - $sst_file = (Get-ChildItem -path <path to root certs>\trc.sst)

   - $sst_file | Import-Certificate –CertStoreLocation Cert:\LocalMachine\Root

This final adjustment will fully implement the change and get you back to creating fantastic mind maps!