

inReach Support Center

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inReach Sync - Server Error: The underlying connection was closed (SSL)

Administrator - 2017-07-05 - [0 Comments](#) - in [Troubleshooting](#)

If you are unable to sync your inReach device using the inReach Sync application and you receiving "Server Error: The underlying connection was closed: Could not establish trust relationship for the SSL/TLS secure channel" follow the instructions below.

Note: This error is more likely to occur when the inReach Sync application is being used on a corporate network with high security settings or when Windows Root Certificates are out of date or missing.

Currently inReach Sync is tested and supported on the following operating systems.

Windows

- Windows 10
- Windows 8/8.1
- Windows 7
- Windows Vista (Not recommended)

Mac OSX

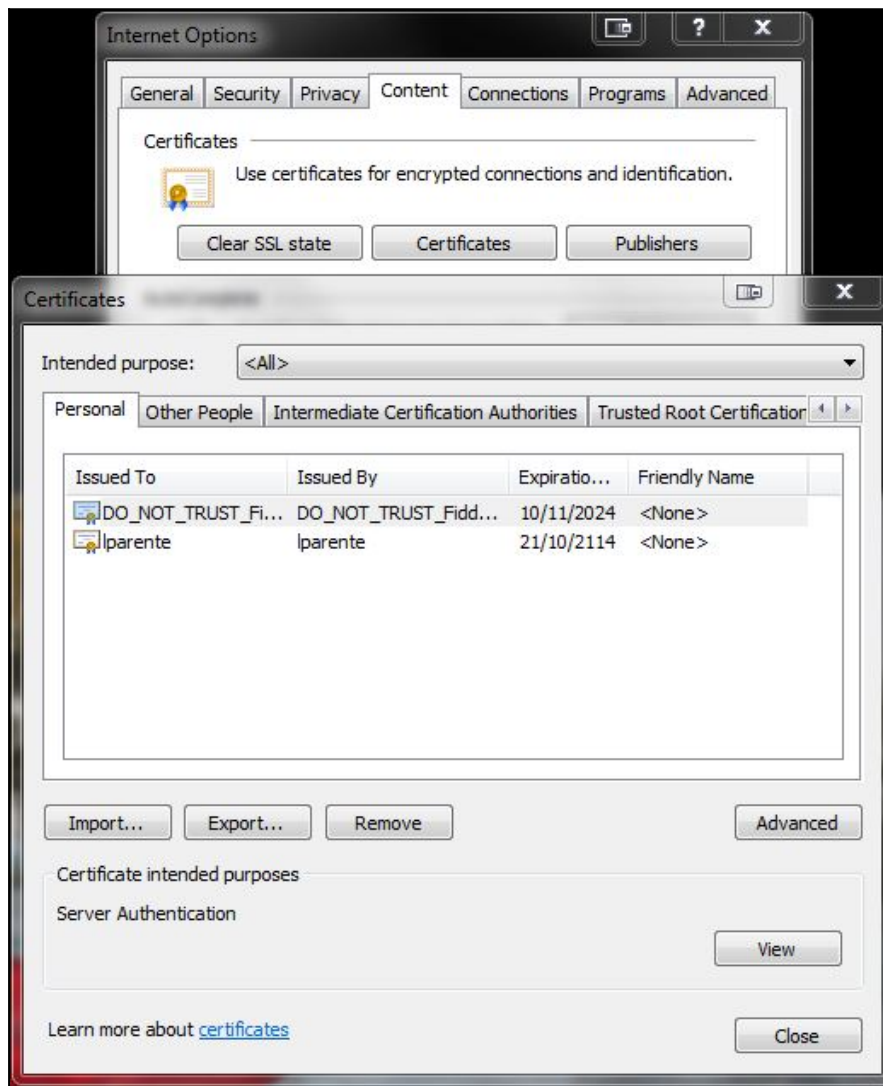
- OSX 10.10 - Yosemite
- OSX 10.9 - Mavericks
- OSX 10.8 - Mountain Lion
- OSX 10.7 - Lion
- OSX 10.6.8 - Snow Leopard (Not recommended)

Solution 1: Try a different network

1. Connect to a different internet connection
 - If a another internet connection is not available, you can try using your smartphone as a mobile hotspot. This will assist in ruling out any issues with your current network connection
2. Launch the inReach Sync application and sync your inReach device.

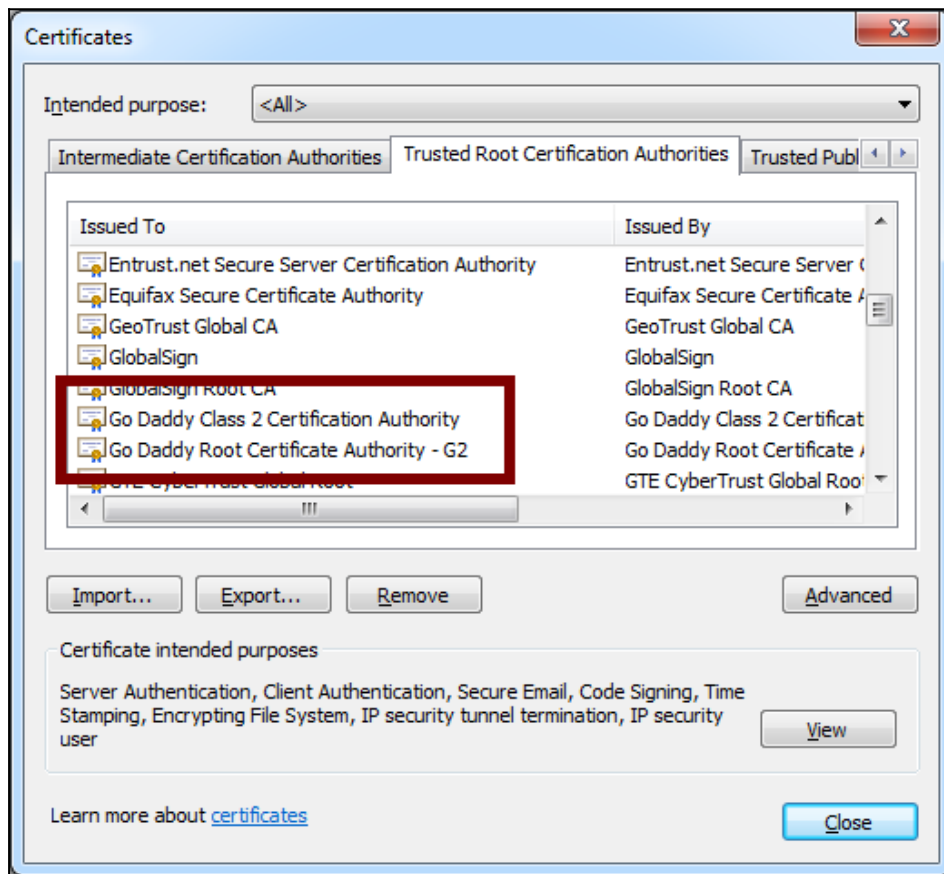
Solution 2: Update Root Certificates

1. Launch Internet Explorer.
2. Select the Settings icon followed by Internet Options.
3. Select the Content tab followed by Certificates.



4. Select the Trusted Root Certification Authorities tab and confirm the 2 highlighted entries below appear in the list.

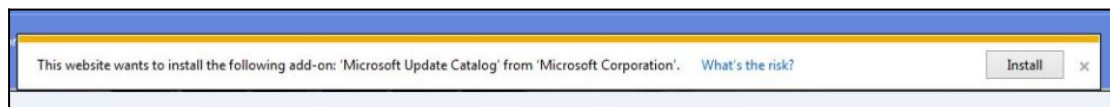
- If they do appear, please proceed to **Solution 3**.
- If they do not appear, or only 1 of the 2 appear, please to step 5.



5. Return to Internet Explorer homepage and navigate to the Microsoft Update Catalog by clicking [here](#).

- **Note:** The URL below must be opened in Internet Explorer
- **URL:** <http://catalog.update.microsoft.com/v7/site/Search.aspx?q=root%20certificate%20update>

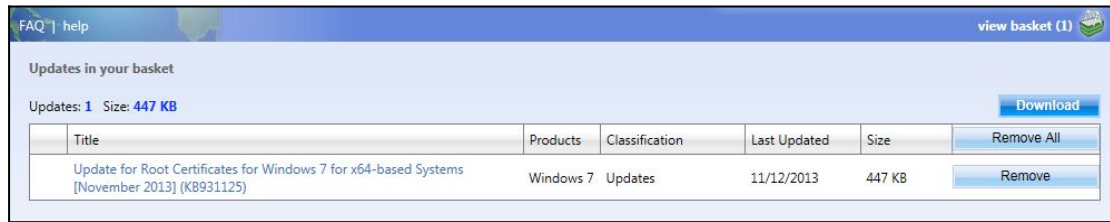
6. Select Install when prompted by Internet Explorer.



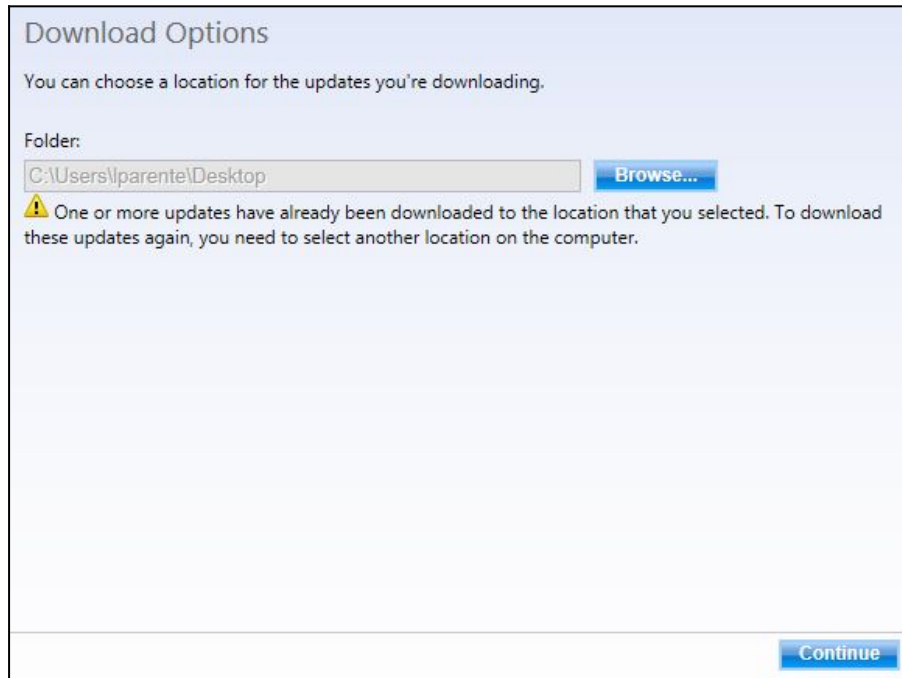
7. Select Add next to the appropriate update based on your Windows operating system.

Title	Products	Classification	Last Updated	Version	Size	Add All
Root Certificates Update	Windows 2000	Updates	9/26/2006	n/a	233 KB	Add
Root Certificates Update	Windows 2000	Updates	2/28/2006	n/a	228 KB	Add
Update for Root Certificates For Windows 8 [November 2013] (KB931125)	Windows 8	Updates	11/12/2013	n/a	447 KB	Add
Update for Root Certificates for Windows 8.1 for x64-based Systems [November 2013] (KB931125)	Windows 8.1	Updates	11/12/2013	n/a	447 KB	Add
Update for Root Certificates for Windows XP [November 2013] (KB931125)	Windows XP	Updates	11/12/2013	n/a	447 KB	Add
Update for Root Certificates for Windows 8 for x64-based Systems [November 2013] (KB931125)	Windows 8	Updates	11/12/2013	n/a	447 KB	Add
Update for Root Certificates for Windows 7 for x64-based Systems [November 2013] (KB931125)	Windows 7	Updates	11/12/2013	n/a	447 KB	Remove
Update for Root Certificates for Windows Vista for x64-based Systems [November 2013] (KB931125)	Windows Vista	Updates	11/12/2013	n/a	447 KB	Add
Update for Root Certificates for Windows XP x64 Edition [November 2013] (KB931125)	Windows XP x64 Edition	Updates	11/12/2013	n/a	447 KB	Add
Update for Root Certificates for Windows Vista [November 2013] (KB931125)	Windows Vista	Updates	11/12/2013	n/a	447 KB	Add
Update for Root Certificates for Windows 8.1 [November 2013] (KB931125)	Windows 8.1	Updates	11/12/2013	n/a	447 KB	Add
Update for Root Certificates for Windows 7 [November 2013] (KB931125)	Windows 7	Updates	11/12/2013	n/a	447 KB	Add
Update for Root Certificates for Windows 2000 [March 2012] (KB931125)	Windows 2000	Updates	5/7/2012	n/a	376 KB	Add

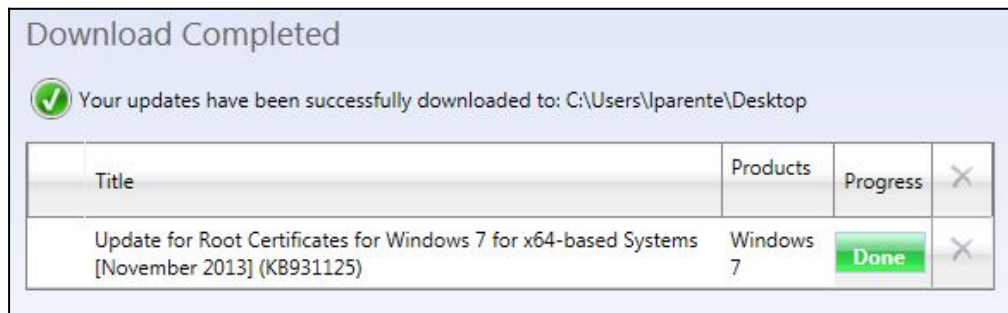
8. Select View Basket located in the top right corner of the page, followed by Download.



9. Select Browse followed by Desktop and select Continue to initiate the download.



10. Once the download has completed, the progress indicator will display Done



11. Run the downloaded file from your Desktop and the Root Certificate Catalog will be updated instantaneously.

12. Launch the inReach Sync application and sync your inReach device.

Solution 3: Open SSL port

1. Open Firewall settings

- You may need to consult your network administrator for assistance

2. Allow access to SSL port 443.

3. Launch the inReach Sync application and sync your inReach device.



