

inReach Support Center

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Unable to Sync: Reinstalling the inReach Sync App

Administrator - 2018-07-24 - 0 Comments - in Troubleshooting

The steps below should be performed if you are receiving one or more of the following errors when syncing:

- "Connection Closed"
- "Server Time Out"
- "The underlying connection has closed"
- "Unable to contact server"

Step 1: Uninstall inReach Sync

Steps for Windows 7

- Click on the Start menu
- Click on "Control Panel"
- Under "Programs" click "Uninstall a Program"
- Click on "inReach Sync"
- Click "Uninstall" from the top of the program list

Steps for Windows 8.1

- Right click the Windows icon on the bottom left corner of the screen
- Click on "Programs and Features"
- Click on "inReach Sync"
- Click "Uninstall/Change" from the top of the program list

Steps for Windows 10

- Click the Windows icon on the bottom left of your screen
- Click on "Settings"
- Click on "Apps"
- Click on "App & Features"
- Click on "inReach Sync" from the list then click on "Uninstall"

Steps for Mac OSX

- Click on the "Finder" icon
- From the Finder window, click on "Applications" under the Favorites list on the left side of the window. If "Applications" does not appear under the Favorites list, use the Finder search bar on the right side of the window to search for

keyword "Applications", then click on the "Application" folder.

- The "Applications" folder will open
- Click on "inReach Sync", then drag the application to trash

Step 2: Reinstall the Sync Application

Steps for Windows 7, 8.1, and 10:

<https://support-inreach.roadpost.ca/kb/articles/installing-inreach-sync-for-windows>

Steps for Mac OSX:

<https://support-inreach.roadpost.ca/kb/articles/installing-inreach-sync-for-mac>