

# Roadpost Support Center

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## GeoPro Messenger loses connection to Sync Client

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Follow the steps below if the GeoPro Messenger loses the connection to the GeoPro Messenger Sync Client.

**Note:** Occasionally when using the Sync Client it is possible for the Sync Client to lose communication with the GeoPro Messenger.

For Solution 4: Please ensure the end user is using a compatible web browser such as Mozilla Firefox 3.5 or higher or Internet Explorer 6 or higher. If using Mozilla Firefox 3.5 or higher the .NET Framework Assistant 1.2.1 or higher is recommended and can be downloaded from <https://addons.mozilla.org/en-US/firefox/addon/9449/>

### Solution 1: Re-establish connection with Sync Client

1. An error will be display stating "GeoPro device connection is lost, please connect device again".
2. Unplug the USB cable from the GeoPro Messenger and click the "OK" button.
3. The Sync Client will now read "Please connect the GeoPro device to your computer."
4. Plug the USB cable back into the GeoPro Messenger and the device will be automatically detected and connected to the Sync Client.
5. You may now proceed to synchronize your device.
6. If you are unable to re-establish a connection with the Sync Client please proceed to the next solution.

### Solution 2: Restart the Sync Client

1. Unplug the USB cable from the GeoPro Messenger.
2. Close the Sync Client by clicking the "X" on the top right corner of the application.
3. Launch the Sync Client by double-clicking the GeoProSync icon on the desktop.
4. Login using the correct username & password and click "Sign in".
5. The Sync Client will now read "Please connect the GeoPro device to your computer."
6. Plug the USB cable into the GeoPro Messenger and the device will be automatically detected and connected to the Sync Client.
7. You may now proceed to synchronize your device.
8. If you are unable to establish a connection with the Sync Client please Proceed to the next solution.

### Solution 3: Restart the computer

1. Occasionally USB resources can become tied up and not properly free themselves from USB peripheral that were previously connected.
2. Unplug the USB cable from the GeoPro Messenger.

3. Close the Sync Client by clicking the "X" on the top right corner of the application.
4. Restart the computer
5. Launch the Sync Client by double-clicking the GeoProSync icon on the desktop.
6. Login using the correct username & password and click "Sign in".
7. The Sync Client will now read "Please connect the GeoPro device to your computer."
8. Plug the USB cable into the GeoPro Messenger and the device will be automatically detected and connected to the Sync Client.
9. You may now proceed to synchronize your device.
10. If you are unable to establish a connection with the Sync Client please proceed to the next solution.

#### Solution 4: Remove and re-install

1. The GeoPro Sync Client will need to be removed.
2. To remove the Sync Client please go to the Windows "Control Panel".
3. For Windows XP go to "Add/Remove Programs. For Windows Vista & Windows 7 go to "Programs and Features".
4. Locate "GeoProSync" in the list of installed programs.
5. In Windows XP click "Change/Remove. In Windows Vista and Windows 7 click "Uninstall/Change"
6. The GeoProSync Maintenance screen will appear. Choose "Remove the application from this computer" and click "OK".
7. Once the program has been removed restart the computer.
8. The GeoPro Sync Client will now need to be re-installed
9. Go to <https://geopro.globalalerting.com/syncclient/> and click "Install".
10. If using Firefox the file may need to be saved first otherwise the browser will automatically prompt to "Install". If asked to save, click "Save File" and once the download has completed double-click the saved file titled "Setup.exe" from the Downloads screen. Then click "Run" and the Application Install screen will appear. Click "Install" to proceed.
11. If using Internet Explorer the Application Install screen will appear. Click "Install" to proceed.
12. When the installation has completed a new GeoProSync icon will appear on the Desktop. Double-click the icon to launch the application.
13. The Sync Client will now read "Please connect the GeoPro device to your computer."
14. Plug the USB cable back into the GeoPro Messenger and the device will be automatically detected and connected to the Sync Client.
15. You may now proceed to synchronize your device.