

Troubleshooting & Support

Common issues and how to fix them.

- [Connection Issues](#)
- [Permission & Access Problems](#)
- [Getting Help](#)

Connection Issues

Common problems connecting to the Junovy AI Connectors and how to fix them.

Connector tools don't appear

Symptoms: You've installed the connector but don't see any Junovy tools in your AI assistant.

Claude Desktop:

1. Make sure you've restarted Claude Desktop after installation
2. Check **Settings > Extensions** to confirm the connector is listed and enabled
3. If you used manual setup, open `claude_desktop_config.json` and verify the JSON is valid (no missing commas or brackets)
4. Try starting a new conversation; tools sometimes don't load in existing ones

ChatGPT:

1. Go to **Settings > Apps & Connectors** and confirm the Junovy connector is listed
2. Refresh the page and start a new conversation
3. If you used Developer Mode, double-check the MCP server URL is correct

Authentication fails

Symptoms: The sign-in page appears but you can't complete the login, or you get an error after signing in.

Solution:

1. Make sure you're using the correct Junovy Account credentials (the same ones you use for Junovy Cloud Storage or Junovy Money)
2. If you have 2FA enabled, ensure your authenticator app is synced and the code hasn't expired
3. Clear your browser cookies for `auth.junovy.com` and try again
4. Check that your Junovy workspace subscription is active

"Connection refused" or timeout errors

Symptoms: The AI assistant says it can't reach the Junovy server.

Solution:

1. Check that you can access <https://cloud.junovy.com> or <https://money.junovy.com> in your browser; if these are down, the MCP servers will be too
2. If you're on a corporate network, check whether your firewall or proxy blocks connections to `mcp-money.junovy.com` or `mcp-business-suite.junovy.com`
3. Try again in a few minutes; there may be a brief service interruption

Token expired

Symptoms: The connector was working but now returns authentication errors.

Solution: This is normal. Your session token has expired. The AI assistant will prompt you to sign in again; just complete the authentication flow.

Tools return "access denied"

Symptoms: You're signed in but certain tools return permission errors.

Solution: See [Permission & Access Problems](#).

Next steps

- Permission issues: [Permission & Access Problems](#)
- Contact support: [Getting Help](#)

Permission & Access Problems

If you're signed in but getting "access denied" or "not found" errors from the connector, the issue is usually related to workspace permissions or data access.

"Access denied" on specific tools

Symptoms: Some tools work but others return permission errors.

Cause: Your Junovy Account may not have the right role or permissions for certain actions. For example, you might be able to view transactions but not create invoices if your workspace admin has restricted your role.

Solution:

1. Check your role in the Junovy app (for example, in Junovy Money, go to **Settings > Team** to see your role)
2. Ask your workspace administrator to adjust your permissions if needed
3. The connector respects the same permissions as the web app; if you can't do something in the browser, you can't do it through the connector either

"Workspace not found"

Symptoms: The connector can't find your workspace data.

Solution:

1. Make sure you signed in with the correct Junovy Account; you may have multiple accounts
2. Verify your workspace is active at <https://cloud.junovy.com>
3. If you recently changed workspaces, sign out of the connector and sign back in

Missing files or data

Symptoms: You know a file or transaction exists but the connector can't find it.

Solution:

1. Check that the item exists in the web app (Junovy Cloud Storage or Junovy Money)
2. Files shared with you by others may not appear in searches if the sharing permissions are limited
3. Try being more specific with your request: include the exact file name or folder path

"Tool not found" errors

Symptoms: The AI assistant says it doesn't have a specific tool.

Cause: You may have installed only one connector but are trying to use tools from the other. For example, asking about transactions when you only have the Business Suite connector installed.

Solution: Install the other connector. See [Setup with Claude Desktop](#) or [Setup with ChatGPT](#).

Next steps

- Other connection problems: [Connection Issues](#)
- Still stuck? See [Getting Help](#)

Getting Help

If the troubleshooting pages didn't solve your issue, here's how to get support.

Junovy Support

For issues with the Junovy connectors, your Junovy Account, or any Junovy Work Suite app:

- **Support documentation:** <https://support.junovy.com>
- **Email:** support@junovy.com

When contacting support, include:

- Which connector you're using (Junovy Money, Junovy Business Suite, or both)
- Which AI assistant you're using (Claude Desktop or ChatGPT)
- What you were trying to do
- The exact error message (if any)
- Whether the issue is consistent or intermittent

AI assistant support

For issues with the AI app itself (not the Junovy connector):

- **Claude Desktop:** <https://support.claude.com>
- **ChatGPT:** <https://help.openai.com>

Useful links

Resource	URL
Junovy Cloud Storage	https://cloud.junovy.com
Junovy Money	https://money.junovy.com
Junovy Account settings	https://auth.junovy.com/realms/dds/account
Support docs	https://support.junovy.com
Service status	https://status.junovy.com