

# 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](#)

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