

## You are unable to synchronize your genealogy?

### The list of connected devices is empty?

- Check that the remote device is connected to the same Wi-Fi network.
- Make sure you have installed the versions of Heredis which allow synchronization across all your devices (**Heredis 2014 for Mac**, **Heredis 2014 for Windows**)
- Check that you have in fact launched Heredis on the remote device.

### The selected remote device remains awaiting connection?

- The establishment of the connection between the two devices can take time. Wait until you see the contents of the file on the other device or until Heredis tells you that the file has not been synchronized with the device you selected.
- If the status "Waiting for connection" remains displayed for several minutes, restart both computers.

### A firewall or an anti-virus is blocking synchronization?

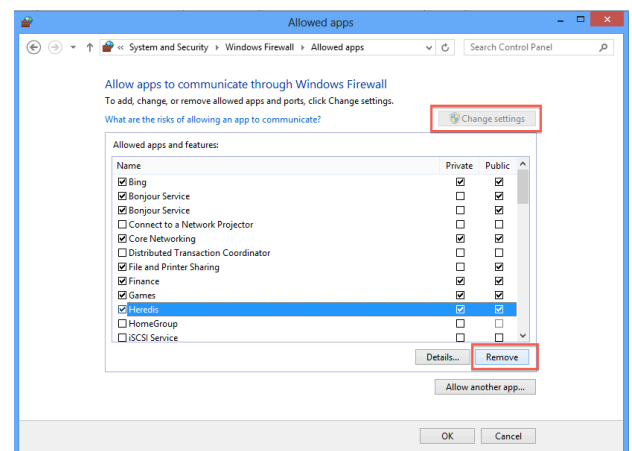
#### How to access Windows firewall

Display the **Control Panel** from the **Start** button.

- With XP: Double-click **Windows Firewall** and click the **Exceptions** tab.
- With Vista: Select **Classic View** and then double-click **Windows Firewall**. Then, click **Allow a program through Windows Firewall**.
- With W7: Select **Large icons** or **Small icons**. Click **Windows Firewall**. Then, click **Allow a program through Windows Firewall**.
- With W8: Click **System and Security**, then double-click on **Windows Firewall**. Then, click **Allow an app or feature through Windows Firewall**.

#### How to unblock Heredis

1. Click the **Change Settings** button.
2. Locate Heredis in the list. Whether the box is ticked or not, select Heredis and click **Remove** to reset the process. Confirm the deletion.
3. Click **OK**.
4. Re-launch Heredis.



5. The Windows Firewall will ask you whether to allow Heredis to communicate. Tick all permissions (public and private networks) and click the **Allow access** button.

If there are several computers, repeat the process on each device.

### ***How to access the firewall of your antivirus***

If another firewall, other than Windows Firewall, is on your computer, you must also change the permissions for Heredis in this firewall.

1. Run the antivirus (Avast, Norton, Bit Defender...).
2. Search for setting options of the firewall of your antivirus. The titles of the options vary depending on the antivirus.
3. Allow Heredis to connect to the network.
4. Restart Heredis.

If there are several computers, repeat the process on each computer.

