

## Thomsen, Lars

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**Von:** Otte, Nils  
**Gesendet:** Mittwoch, 3. März 2021 16:34  
**An:** 'support@mindmanager.userresponse.com'  
**Cc:** Thomsen, Lars  
**Betreff:** WG: New Comment in "MindManager Snap - Snaps going missing (Ref: # 2880507)"

Hello Mr. Lercher, Hello James AK,

thank you for the information to the lost session.

I think the problem is a bit different.

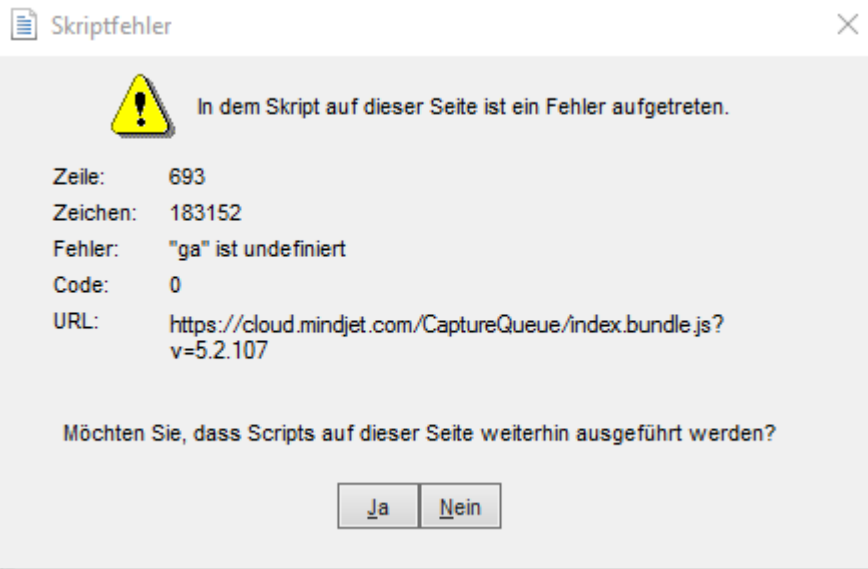
To clarify what we explored in several sessions I like to explain in 2 different constellations:

1. Mr. Thomsen showed on his external laptop how MM21 with Snap is working (in an external network). A picture we took on a mobile phone was uploaded to MM Snap. On the external notebook we logged in to MM21 and saw the picture immediately. So without any filtering methods Snap is working.
2. I started MM21 within our network (proxy and firewall filtering). The snap queue stays empty.



When I log off and log in, nothing changes. Snap stays empty.

Additionally I get this error. This is a new error since today.



Honestly I don't understand why MM Snap doesn't work although we whitelisted everything from your whitelist document.

When we whitelist the whole server it is working but not reasonable for security purposes.

To sum up:

Is there anything the user needs additional in his profile?

Could you please send us a list of all required proxy- and firewall exceptions for Mindmanager Snap.

Is Mindmanager going to proxy without user authentication? Is an exception needed? For which urls?

If you need additional information please don't hesitate to contact me.

Thank you very much for your assistance.

Kind regards

**Nils Otte**

IT-Systemadministrator

Tel.: +49 4551 802-9851

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**Von:** MindManager Community <[support@mindmanager.userresponse.com](mailto:support@mindmanager.userresponse.com)>

**Gesendet:** Mittwoch, 3. März 2021 14:03

**An:** Thomsen, Lars <[lars.thomsen@segebergerkliniken.de](mailto:lars.thomsen@segebergerkliniken.de)>

**Betreff:** New Comment in "MindManager Snap - Snaps going missing (Ref: #2880507)"

## New Comment



**MindManager Snap - Snaps going missing (Ref: #2880507)**



JamesAK

NEW!

Er, Andreas - that is an old problem from 2011 and has since been updated:

"Update: [In IE10](#), the Do not save encrypted pages to disk option now behaves differently. Instead of trying to prevent HTTPS resources from being saved to disk, the option will delete cached-from-HTTPS resources from the cache when the browser is closed. This helps ensure that the browser works correctly even when this setting is enabled. The checkbox was slated to be retitled "Clear HTTPS cache when browser is closed" but we unfortunately ran out of time."

The problem is that sessions between Snap & cloud.mindjet.com and MM20 (Windows) & cloud.mindjet.com are being lost. Logging in and out forces those sessions to be re-established until they are lost again later. That's the issue that Support needs to investigate and solve.

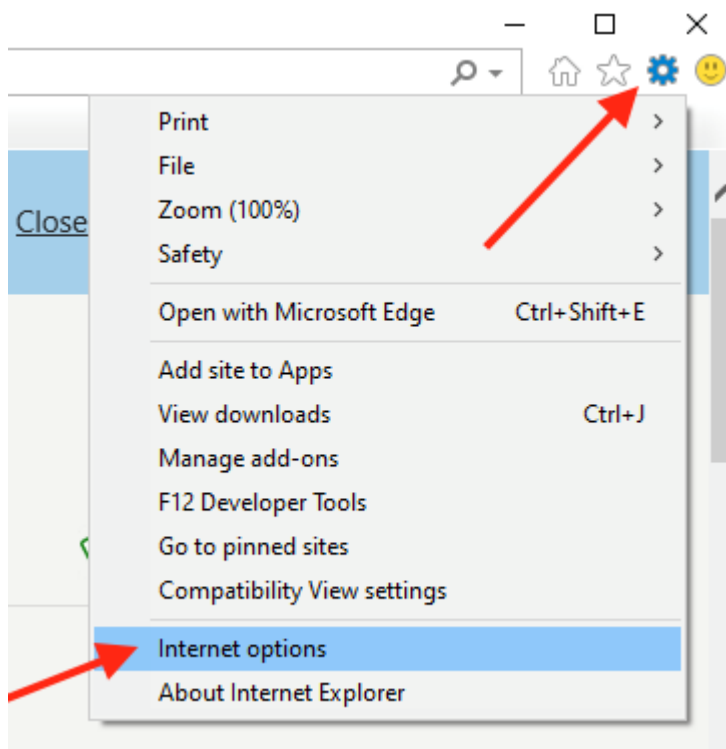
I am happy to assist, but there has been little engagement from them over the past 4 weeks, which saddens me given how critical I feel this problem is.



Andreas Lercher

your Internet browser is blocking encrypted pages. You need to activate this feature in your browser internet options

Please read this: [Avoid "Do not save encrypted pages to disk" | Microsoft Docs](#)



Best, Andreas

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OPEN COMMENT IN BROWSER

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