



MindManager Pro 7 Service Pack 2 & Mindjet Connect Known Issues: June 12, 2008

MindManager Pro 7 SP2 Issues

Issue: **Opening a shared map stored on Mindjet Connect with a branch that has a depth of more than 40 linked sub-topics will cause MindManager to crash (Maps).**

Workaround: Do not open a shared map containing a branch that has a depth of more than 40 linked sub-topics.

Issue: **Save As does not work when saving to a WebDAV (e.g. SharePoint, eRoom, etc.) location.**

Workaround: None. Save the file to your local file system and use the WebDAV server's upload mechanism. Once the file is stored on the WebDAV server, you can open, edit, and save changes as normal.

Issue: **Customers that request activation using the "Manual, via Email" method may have the emailed license key blocked by their firewall.**

Workaround: Depending on your firewall and mail server settings, the license bin file emailed from Mindjet to you may be blocked. If this is the case, Mindjet Customer Support may have to rename the file (e.g. to license.txt) and you will need to rename the file to the expected format. Mindjet Customer Support will provide appropriate instruction when necessary.

Issue: **Windows Vista users that open a map from the Mindjet Learning Center and attempt to export it as a web page will receive an error that the user does not have sufficient privileges.**

Workaround: This problem typically occurs when User Access Control (UAC) has been enabled on Vista. This level of increased protection/security prohibits this operation. You will need to work with your IT administrator to adjust privileges accordingly.

Issue: **A crash occurs if the user presses <ALT><F> for an extended period of time.**

Workaround: Press <ALT><F> and release when the application menu is activated. Avoid holding this key combination for more than a couple of seconds.



Issue: The Insert Sub-topic gesture does not work when in Pen mode.

Workaround: None.

Issue: Some customers may experience problems when activating MindManager Pro.

Workaround: In certain rare cases, customers may experience a failure during the MindManager Pro activation process. In many cases, it is believed that personal firewalls or background system maintenance activities may cause a problem. If you encounter this type of problem, please contact Mindjet Customer Support.

Issue: Attachments in a Mindjet Connect map cannot be edited (read-only).

Workaround: Instead of embedding an attachment directly in the map itself, import the attachment as a secondary document and create a link in the map to the secondary document and then use the Check In/Check Out feature to modify secondary documents.

Complete the following steps to work around:

1. In the **Workspace Manager**, select the workspace from your **Workspace List** that you want to add a secondary document.
2. Select **Import** from the **Documents** ribbon-menu (or alternately, right-click on the **Workspace** name or in the documents list and select **Import**).
3. Using the **Browse** dialog box, select the document/file that you want to import and press the **Import** button.
4. In your map, right-click on the topic/sub-topic that you want to add the referenced document.
5. Select the **Add Hyperlink** menu item from the pop-up menu.
6. Press the **MindManager** button to the right of the **Link To** field.
7. Select the **Workspace** that you selected in step 1 above.
8. Press the **Select a Document** button.
9. Select the document that you imported in step 2 from the document list.
10. Press the **OK** button.



Issue: Concurrent (simultaneous) editing of Topic Notes by multiple users is not supported.

Workaround: None. Only a single person may edit a topic's notes at any given time. Changes to topic notes may be lost if multiple users attempt to edit the same topic's notes at the same time.

Issue: Executing a search that looks for content that you have added to a Mindjet Connect map less than 10 minutes ago will not find the result.

Workaround: Wait until 10 minutes have elapsed from adding your content before executing your search.

Issue: MindManager 7 Pro SP2 WebDAV support does not work on Windows Vista.

Workaround: None. Users wanting to utilize the WebDAV functionality of MindManager 7 Pro SP2 must do so using Windows XP.

Issue: Windows Administrator rights are required to install MindManager Pro 7 SP2.

Workaround: Make sure that you have Administrator rights.

Mindjet Connect Issues

Issue: Workspaces are limited to having a maximum of 150 users.

Workaround: None: There is a limit of 150 users per workspace. If you add all 150 users at once, be prepared to allow sufficient time (perhaps 10 minutes or more) to process adding all users to the workspace.

Additionally, if a workspace already has many users, such as 125, and you add 25 users, be prepared to leave sufficient time to add these additional 25 users (10+ minutes).

Issue: Opening many Mindjet Connect workspaces may cause MindManager to close slowly.

Workaround: Do not open (access during a single session) more than 20 workspaces.



Issue: Opening the Add Workspace, Add Member, or other Workspace Manager dialog box may cause MindManager Pro to appear non-responsive.

Workaround: If MindManager appears non-responsive while you have a dialog box open in the Workspace Manager, close any open dialog boxes.

Issue: Changing Mindjet Single Sign On (SSO) password may cause MindManager Pro to become stuck in "connecting" mode if password changed while signed in with MindManager Pro.

Workaround: You will need to sign out and then sign back in to reconnect with your new password. Simply going offline and pressing Connect will not work.

Issue: Deleting and destroying a workspace containing many files may cause your queue to get stuck.

Workaround: If your workspace contains many files, you are advised to first delete and destroy the contents of your workspace in smaller segments (e.g. 5 or 10 files at a time). Once you have reduced the size of your workspace to 10 maps/files or less, you can delete and destroy the workspace safely.

Issue: Workspace Documents, such as Microsoft Word, Excel, or Project files, can only be edited from their original workspace and not from a shared location.

Workaround: Edit workspace documents in the workspace where the actual document is located (and not in the shared location).

Issue: Closing MindManager Pro immediately after saving a large map to a new workspace may cause MindManager Pro to quit unexpectedly.

Workaround: Please wait a brief period of time after saving a large map to a new workspace before closing MindManager Pro.

Issue: Maximum secondary file size is 10 MB and maps are limited to a maximum of 10MB in total attachments.

Workaround: None.

NOTE: A map or a workspace document already belonging to a workspace that grows beyond 10 MB during an editing session could cause MindManager to crash or become unstable.



Issue: Copying or duplicating two or more large maps or workspace documents at the same time may cause MindManager Pro 7 SP2 to go offline and require restart.

Workaround: None. Do not copy or duplicate more than one large map or workspace document at one time.

Issue: Import dialog box may not appear when user initiates an import and may cause MindManager to appear frozen.

Workaround: The import dialog box is opened but is not displayed to the user, causing MindManager to appear non-responsive.

Complete the following steps to work around this issue:

1. Press <ALT><F4>.

This will allow MindManager 7 SP2 to respond to user input.

2. Restart MindManager.

After restarting MindManager, the Import process should work as expected.

Issue: Clicking on a hyperlink to a secondary document that is currently checked out will cause the document to open in the background.

Workaround: Select the document's application from your Windows taskbar (it may be highlighted).

Issue: MindManager appears frozen when a dialog window is open in the Workspace Manager (e.g. an Add Workspace, Add User, or Import File dialog box).

Workaround: Finish or cancel the process you started in the Workspace Manager so that the dialog window closes. Once closed, you will be able to access MindManager as expected.

Issue: Invitations sent to web mail email clients (e.g. Gmail, Yahoo Mail, etc.) to join an Instant Meeting will fail.

Workaround: None.



Issue: Participants in an Instant Meeting that have been granted remote control by the Moderator may not be able to remotely operate applications on the Moderator's machine if that machine is running Windows Vista with User Access Control (UAC) activated.

Workaround: None.

Issue: Users may not be able to save Instant Meeting Whiteboard sessions if they are running Windows Vista with User Access Control (UAC) activated.

Workaround: None.

Issue: The following SQL stop words are not searchable in Mindjet Connect:

about, 1, after, 2, all, also, 3, an, 4, and, 5, another, 6, any, 7, are, 8, as, 9, at, 0, be, \$, because, been, before, being, between, both, but, by, came, can, come, could, did, do, does, each, else, for, from, get, got, has, had, he, have, her, here, him, himself, his, how, if, in, into, is, it, its, just, like, make, many, me, might, more, most, much, must, my, never, no, now, of, on, only, or, other, our, out, over, re, said, same, see, should, since, so, some, still, such, take, than, that, the, their, them, then, there, these, they, this, those, through, to, too, under, up, use, very, want, was, way, we, well, were, what, when, where, which, while, who, will, with, would, you, your, a, b, c, d, e, f, g, h, i, j, k, l, m, n, o, p, q, r, s, t, u, v, w, x, y, z

Workaround: None.

Issue: Mindjet Connect maps that are added to the My Maps shortcuts (e.g. My Projects) may not be searchable if the user selects the map shortcut (e.g. My Projects) as the search location.

Workaround: None.



Network Issues

Issue: Hyperlinks to Mindjet Connect maps, workspace documents, topics, workspaces, etc. do not function correctly when MindManager Pro 7 SP2 is offline (not currently connect to Mindjet Connect).

Workaround: Ensure that MindManager Pro 7 SP2 is connected to Mindjet Connect.

Issue: Instant Meeting closes when the moderator connection drops (e.g. weak wireless connection).

Workaround: The moderator will need to restore their network connection and initiate a new Instant Meeting session. It is best to ensure that you have a stable network connection (either a wired or a strong wireless) prior to initiating an Instant Meeting.

Issue: Uploading large maps or secondary documents on a slow network connection (e.g. 128Kb) may cause a connectivity warning to appear.

Workaround: None. If the connection is maintained, the operation will continue until complete, though you may continue to receive the connectivity warning.