Troubleshooting Guide

Having trouble? Here are solutions to some common issues.

1. Problem: I am unable to install the Claude AI desktop application.

- **Step 1: Check System Requirements.** Visit Claude AI's website to ensure your computer meets the minimum operating system requirements (e.g., Windows 10, macOS 10.15+). 🔗
- **Step 2: Use Official Download Links.** Only download the installer from the official website to ensure its safety and authenticity. 🔗
- **Step 3: Check Administrator Rights.** You may need administrator privileges on your computer to install new software. Right-click the installer and select "Run as administrator".

**2. Problem: I am unable to connect MCP Server to the Claude desktop Application.**

- **Step 1: Check Your Internet Connection.** Ensure your computer has a stable internet connection.
- **Step 2: Verify Your MCP Server Configuration.** Go to the MCP section on our platform and re-copy the MCP Server Configuration. Paste it carefully into your Claude's configuration.json file in settings, ensuring there are no extra spaces or brackets. **(SETUP LINK)**
- **Step 3: Verify and Update Installation.** Verify that Node.js and npm are correctly installed by running 'node -v' and 'npx -v' in your command prompt or terminal. If an error appears, you need to install or reinstall them. If the versions are <18 , update Node.js to the latest stable version to ensure compatibility and stability with the application

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Administrator: Command Prompt

Microsoft Windows [Version 10.0.22631.5768]
(c) Microsoft Corporation. All rights reserved.

C:\Windows\System32>node -v
v22.16.0

C:\Windows\System32>npx -v
10.9.2
```

- **Step 4: Reconnect.** Kindly quit and restart the Claude desktop application once. If the MCP server tools are still not visible, wait a few minutes, then try restarting the application a few more times.
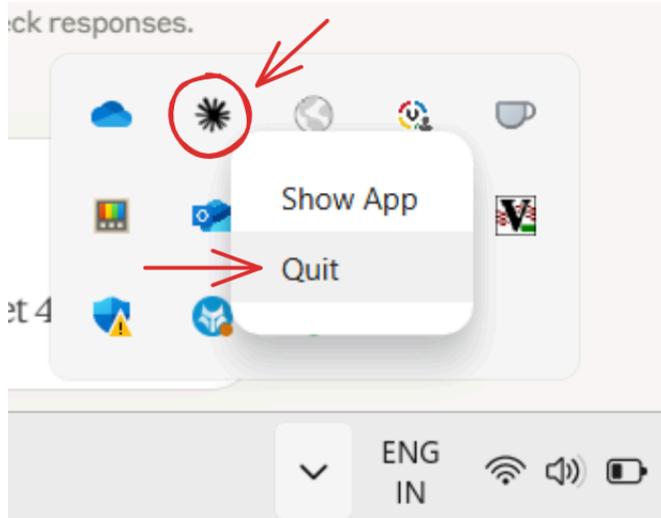
3. Problem: The Mirae Asset Sharekhan MCP tools are disabled.

- **Step 1: Check Your Wi-Fi/Internet.** This is the most common cause. Ensure your connection is stable.
- **Step 2: Reconnect.** Kindly quit and restart the Claude desktop application once.As mentioned above.
- **Step 3: Try Again.** The app may have been a temporary glitch. Simply try again after some time.

4. Problem: I received a "Chat Limit Reached" message. What should I do?.

- **Solution:** If you hit the message limit within a single conversation, just open a new chat window. You can then resume your analysis without any issues.
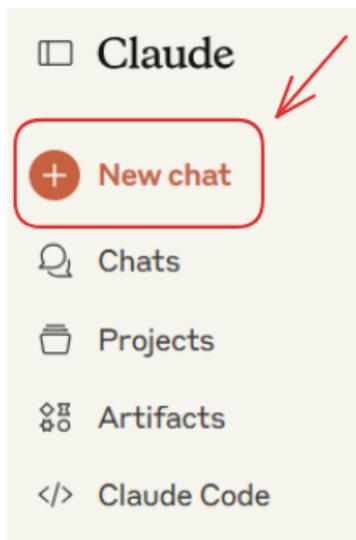
5. Problem: I received a "5 hour limit reached" message. What should I do?.

This message appears when you have reached the usage cap set by the AI provider, Claude (Anthropic), for a specific time period. This is a standard part of their usage policy, especially on free plans.

Here's what you can do:

- **Solution 1 : Wait for the Limit to Reset:** The simplest option is to wait. This is a temporary limit that will automatically reset after the mentioned time on screen.
- **Solution 2 Upgrade to Claude Pro:** For immediate access and significantly higher usage limits, you can subscribe to Claude's paid version, known as Claude Pro. This is the best option if you are a heavy user and need uninterrupted access.

6. Problem: The AI is giving inaccurate or generic answers.

- **Step 1: Be Specific:** Instead of vague questions like "Is this a good investment?", provide specific details related to the question you want to ask. The above question could be rephrased to "Based on my portfolio and current market trends, is my investment good? " or "Analyze the debt-to-equity ratio of stock XYZ and compare it to its industry peers."
- **Step 2: Rephrase the Question:** If the first answer is inaccurate or generic, rephrase your question. Asking the same thing in a different way by adding more details, can help the AI better understand your intent and provide a more precise response.

7. Problem: The AI says I need to log in, but no login page appears.

- **Solution:** Your web browser's pop-up blocker is likely preventing the login window from opening. Please check your browser settings and **allow pop-ups** from our website. The login will always happen in an external browser, not in the Claude/AI application itself.

8. Problem: Why am I asked to log in again after my session is idle for a while?

- **Solution:** To protect your account, your login session will automatically end after 1 hour. When this happens, simply follow the prompt to log in again via the secure browser pop-up.

9. Problem: My new stock/mutual fund purchase is not showing up.

- **For Stocks:** Check your Trades for today. It will only appear in your Holdings on the next trading day (T+1).
- **For Mutual Funds:** MF holding data is updated on a T-2 basis due to settlement cycles. Please allow up to two business days for new purchases to reflect in the MF Holdings tool.

10. Problem: The AI can't find the details of a specific order.

- **Solution:** First, ask the AI to "show my orderbook for today" to get a list of all orders and their unique orderId. Then, use that specific ID in your next prompt: "Fetch the detailed status for order ID [paste the ID here]."

11. Problem: The AI says a segment is unavailable when I ask for my funds.

- **Solution:** Remember that funds for **BSE Cash, BSE F&O, and NSE F&O are mapped to NSE Cash (NC)**. If you ask for one of those, the AI will correctly provide the NC fund details. For other segments like Currency (RN) or Commodities (MX), it will fetch them directly.