

# ToolsOnAir-Support

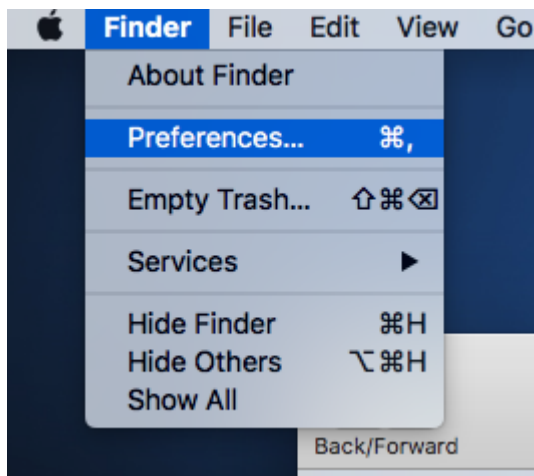
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## Why do I see a Sharepoint mounted twice?

João - 2017-06-09 - in Knowledgebase just:store

Some of our customers are getting the same just:store sharepoints mounted twice, which can cause confusion and problems. This issue only happens on OS X/macOS environments. This article explains how to prevent this.

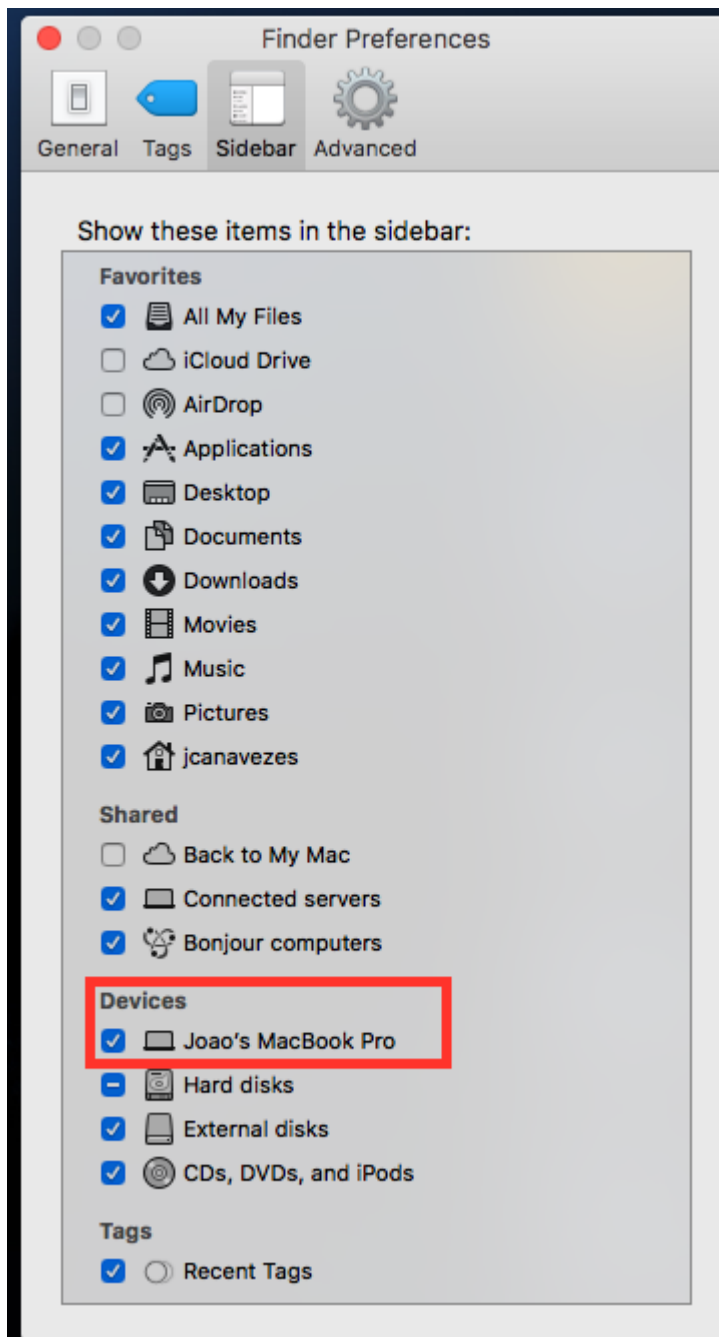
First, make sure you can see your Mac device in the Finder's sidebar. Follow these steps:



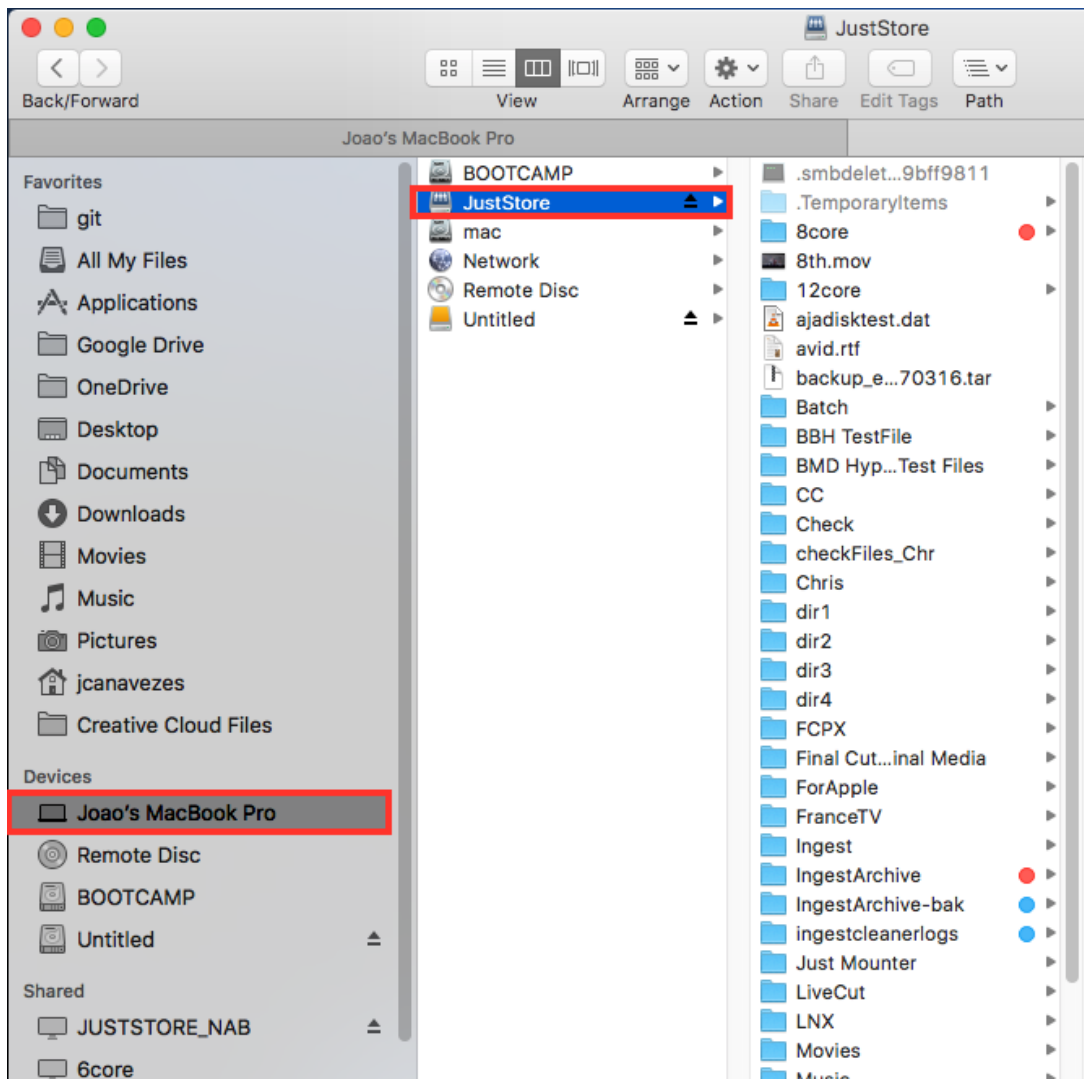
Tick the checkbox **Connected servers**.



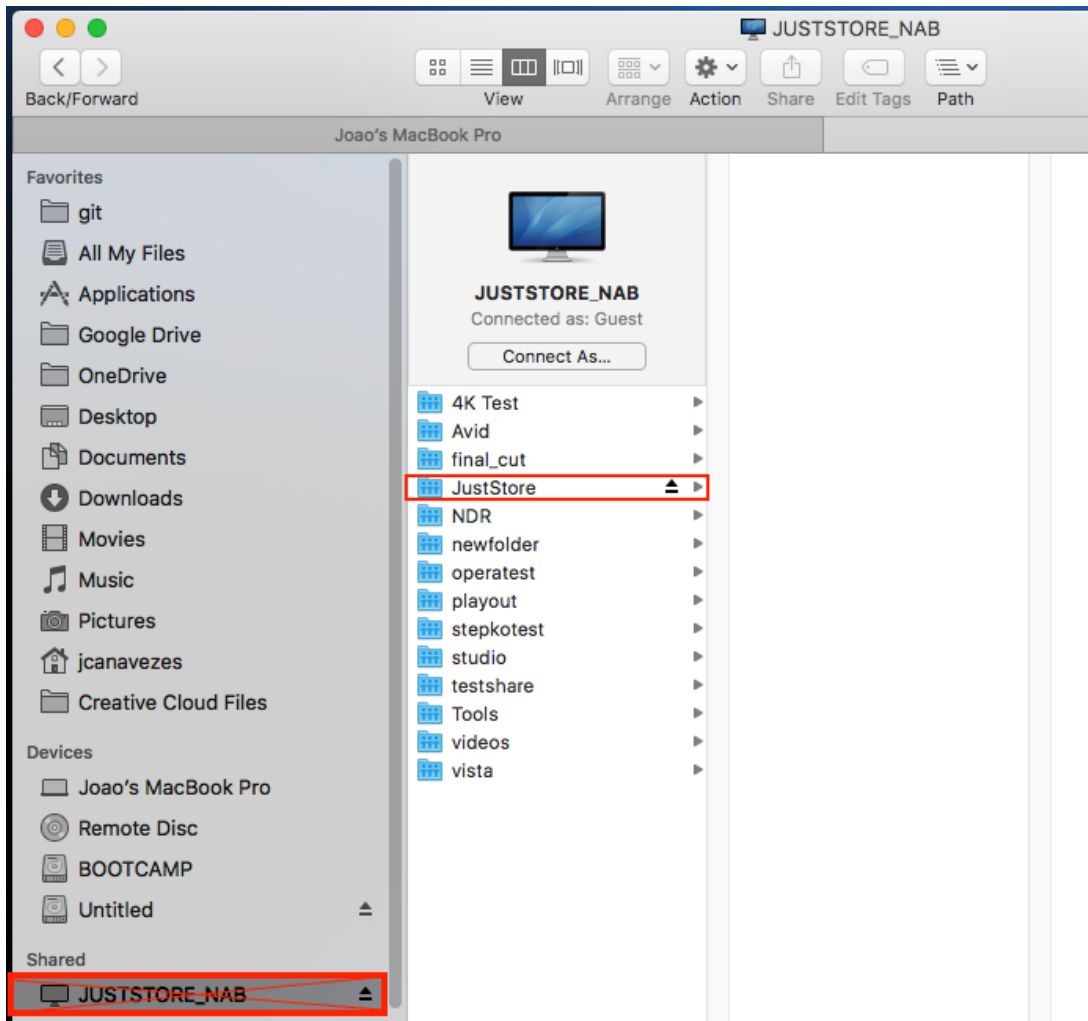
Switch to **Sidebar**. You have to select your device here. It is the first item in the devices list and has the name of your computer.

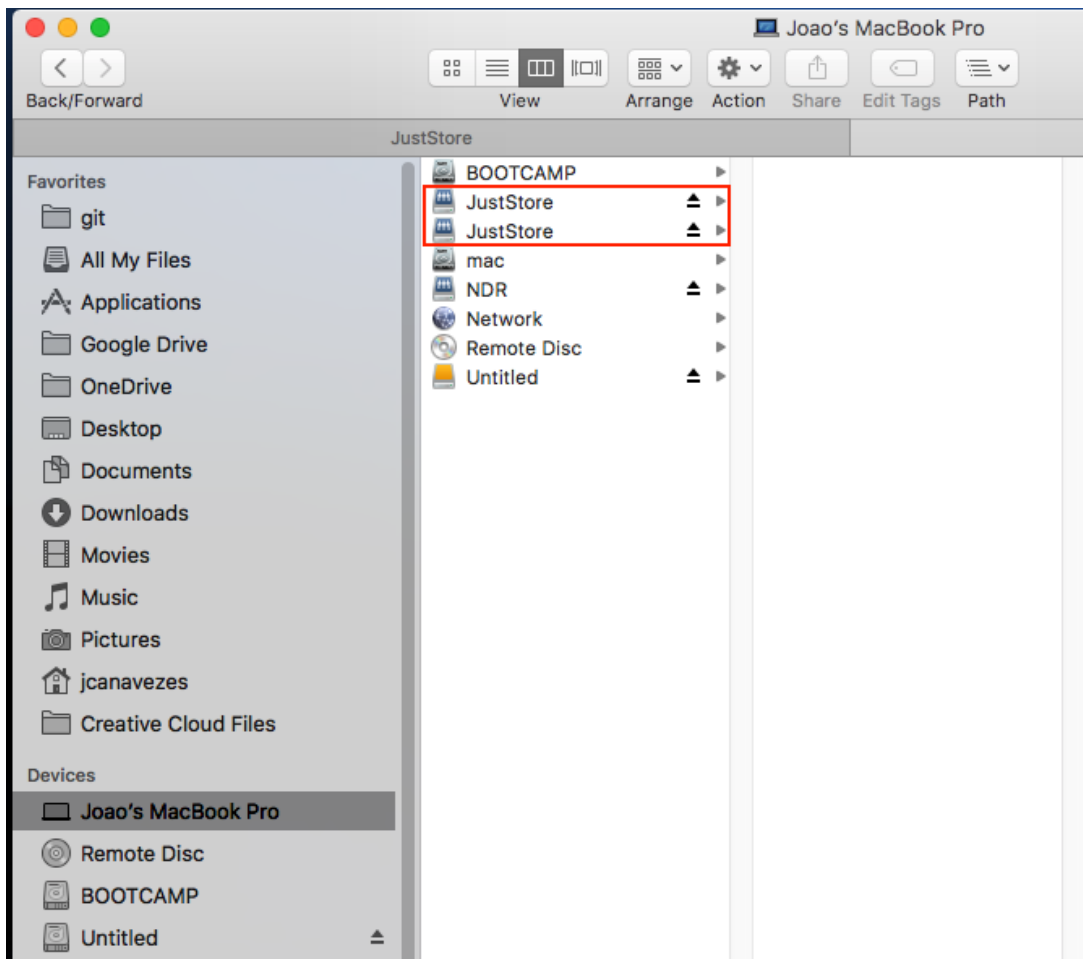


Close the Finder Preferences. Open a new Finder window. Click on your device in the sidebar. You are now able to see all just:store sharepoints currently mounted on your system.



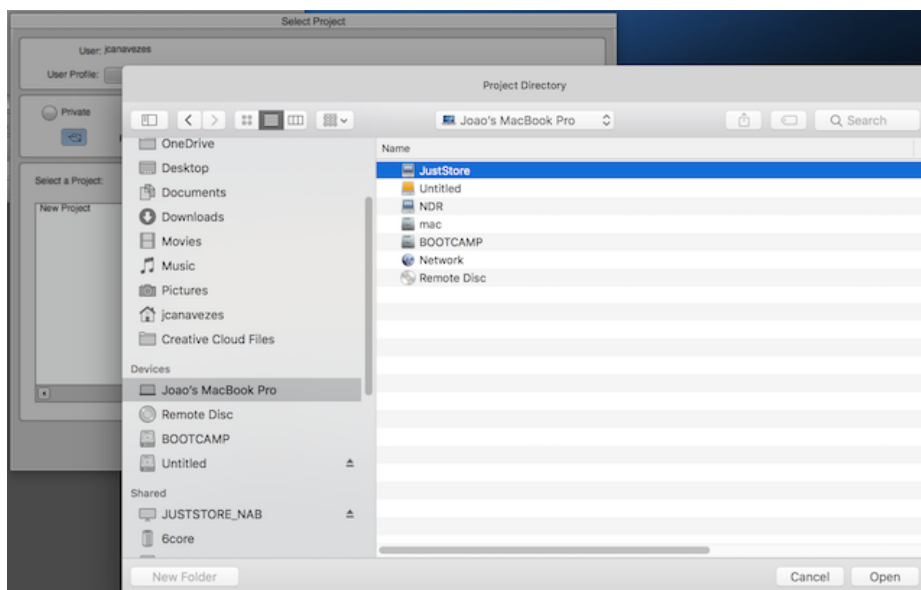
Here is where the things start to get a little bit tricky. The Finder allows you to connect to network shares using the **Shares** entry in the sidebar. If you do so, it will connect to **the same** sharepoint, causing it to be **mounted twice**, as seen in this example.





This situation will result in unstable references and makes you unable to work with your sharepoint properly. This alternative method of connection will also be possible if you are inside a software like Avid for example. Please stick with the connection way through **Devices**, and avoid by any means to use the **Shared** entry in the Sidebar to mount a share of to search for a file.

RIGHT



WRONG

