

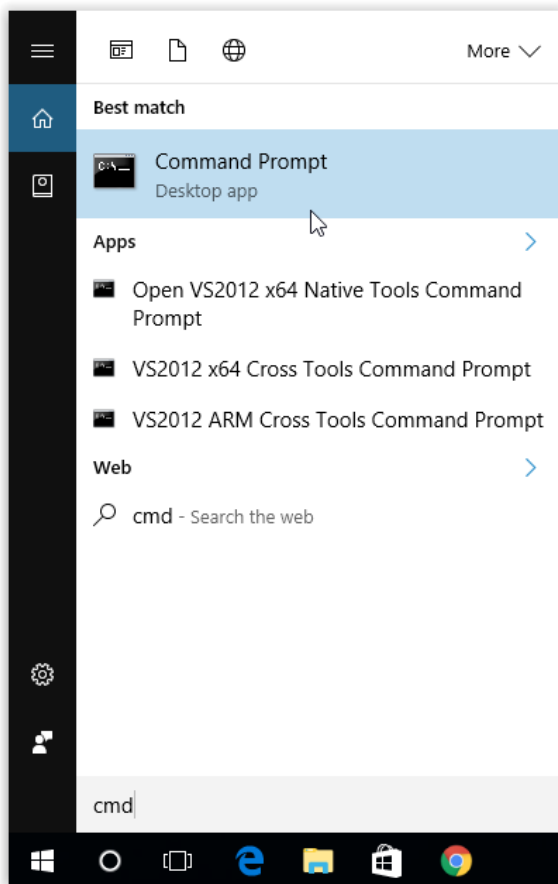
Troubleshooting Matrix System Error:
Connection Not Private Error: How to
Troubleshoot on Windows 10 & 11,
and Mac

IMPORTANT: CLOSE ALL INTERNET
BROWSERS BEFORE PERFORMING!

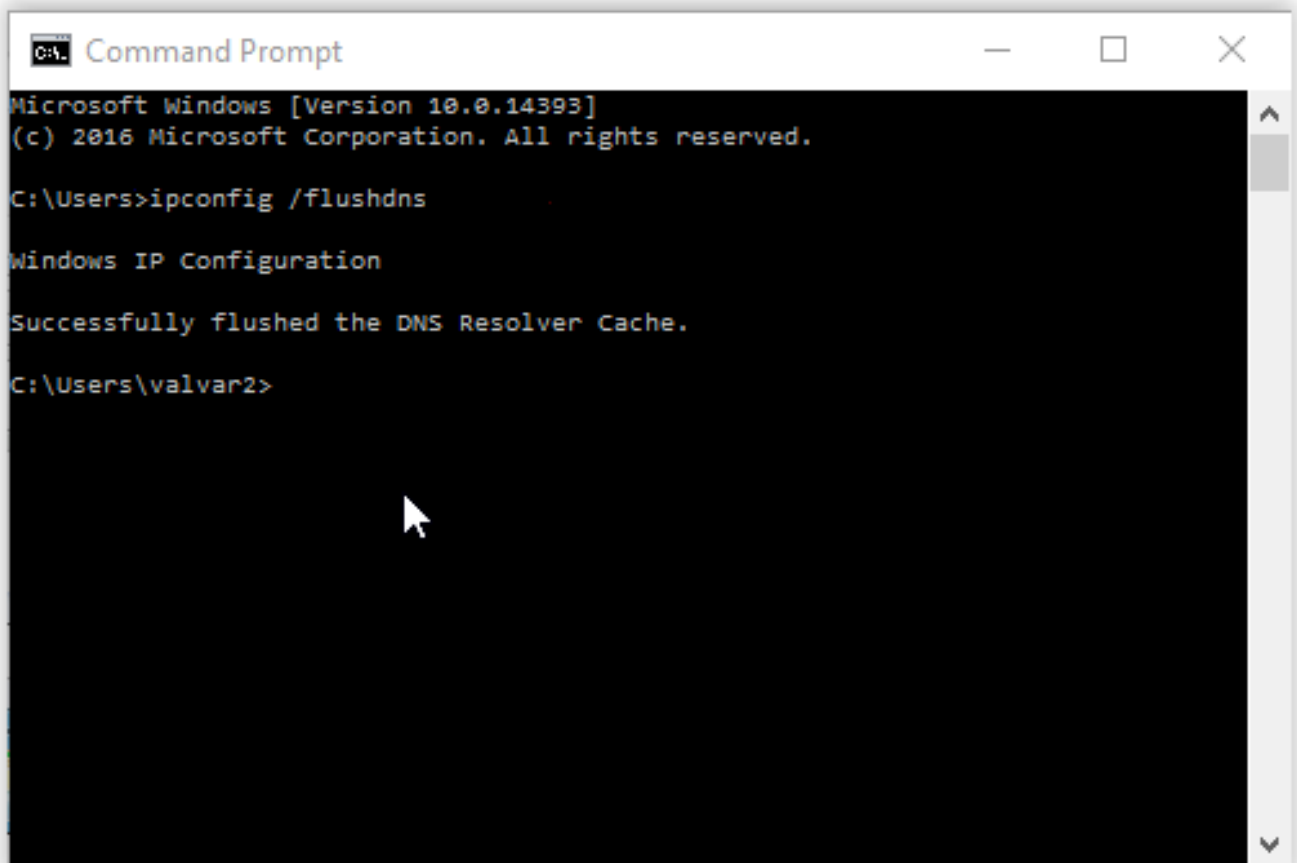
Windows 10

Step 1. In the Windows search bar, type 'cmd', and click on 'Command Prompt'.

(You can also press the Windows key to open the search.)



Step 2. Type “**ipconfig /flushdns**” in the Command Prompt, and press **Enter** (without the quotes).

A screenshot of a Windows Command Prompt window. The title bar reads "Command Prompt". The window content shows the following text: "Microsoft Windows [Version 10.0.14393] (c) 2016 Microsoft Corporation. All rights reserved. C:\Users>ipconfig /flushdns Windows IP Configuration Successfully flushed the DNS Resolver Cache. C:\Users\valvar2>". A mouse cursor is visible in the center of the window.

```
Microsoft Windows [Version 10.0.14393]
(c) 2016 Microsoft Corporation. All rights reserved.

C:\Users>ipconfig /flushdns

Windows IP Configuration

Successfully flushed the DNS Resolver Cache.

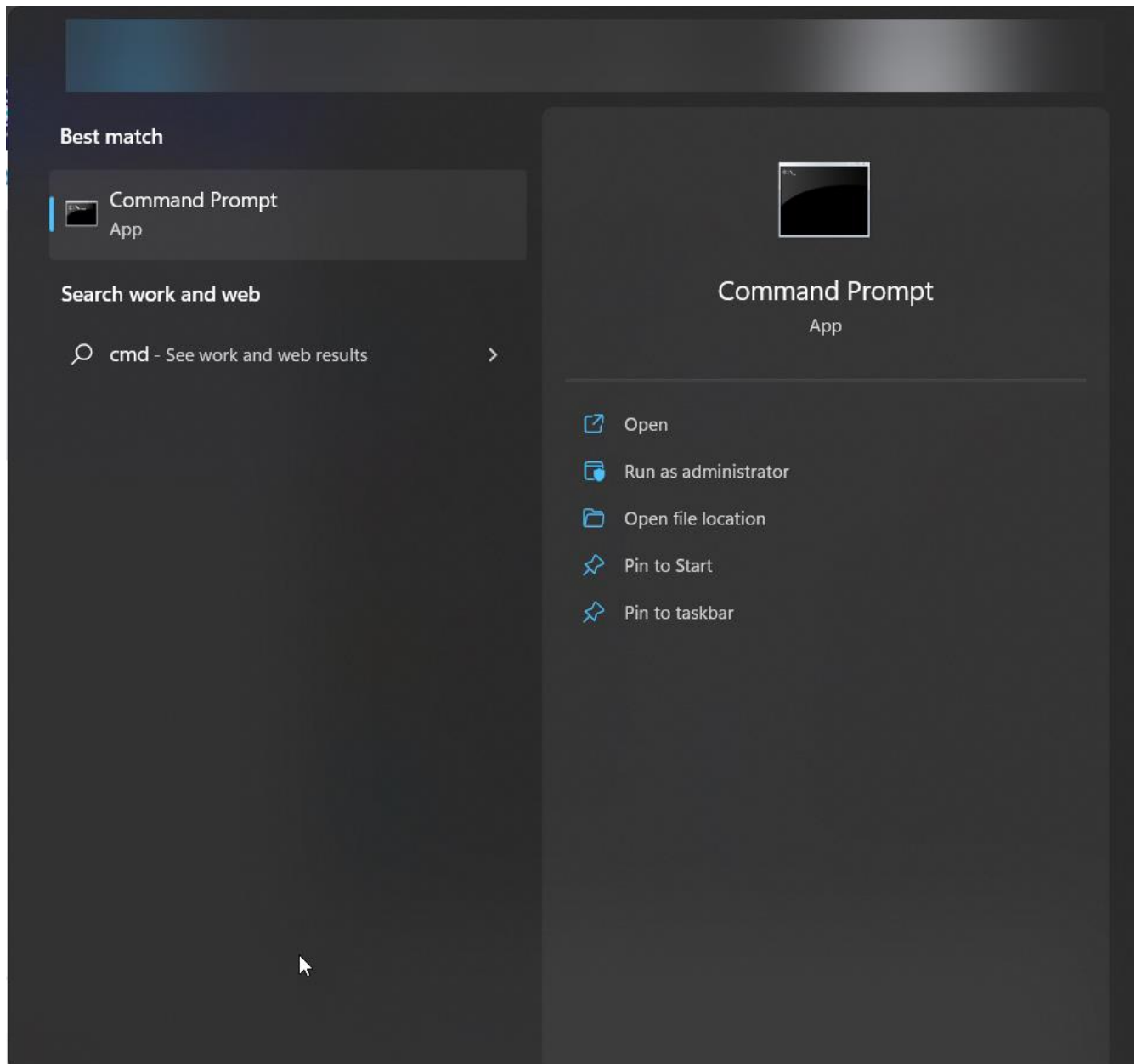
C:\Users\valvar2>
```

You're done! Close the Command Prompt. We recommend restarting your PC, but this is not required.

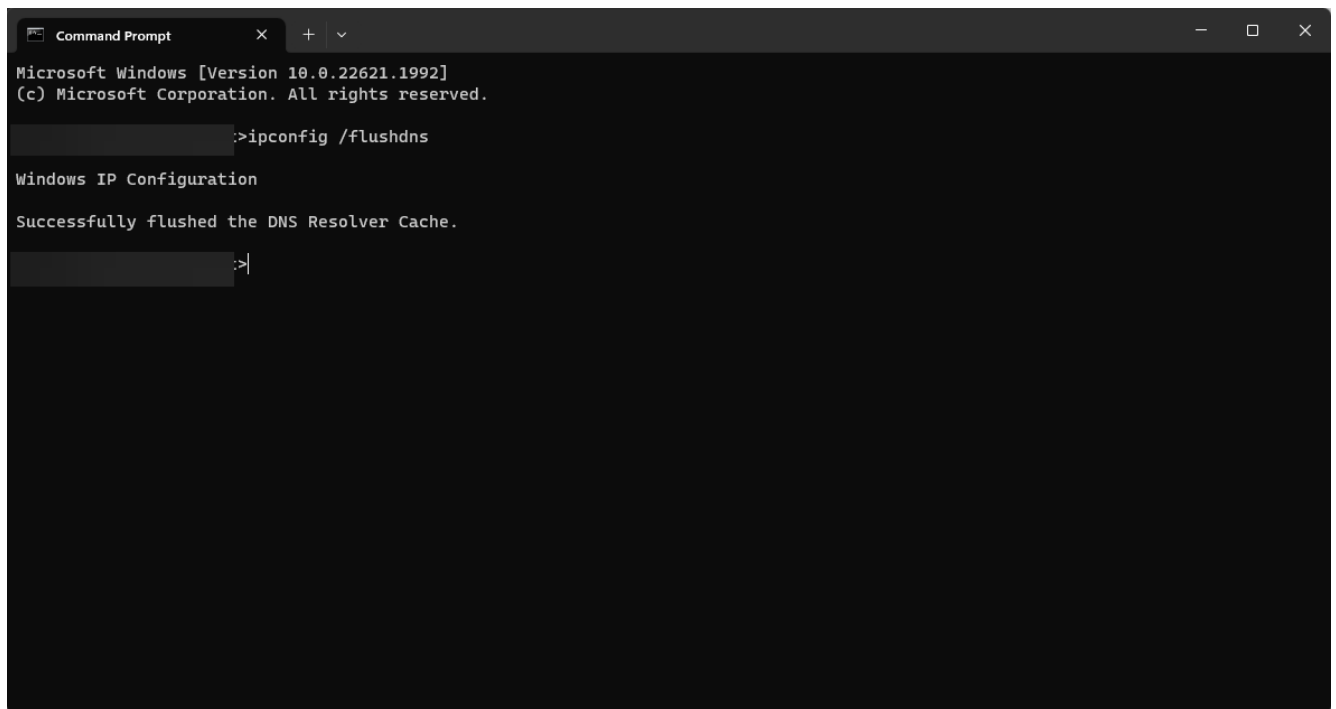
Windows 11

Step 1. In the Windows search bar, type 'cmd', and click on 'Command Prompt'.

(You can also press the Windows key to open the search.)



Step 2. Type “**ipconfig /flushdns**” in the Command Prompt, and press **Enter** (without the quotes).



```
Command Prompt
Microsoft Windows [Version 10.0.22621.1992]
(c) Microsoft Corporation. All rights reserved.

>ipconfig /flushdns

Windows IP Configuration

Successfully flushed the DNS Resolver Cache.

>|
```

You're done! Close the Command Prompt. We recommend restarting your PC, but this is not required.

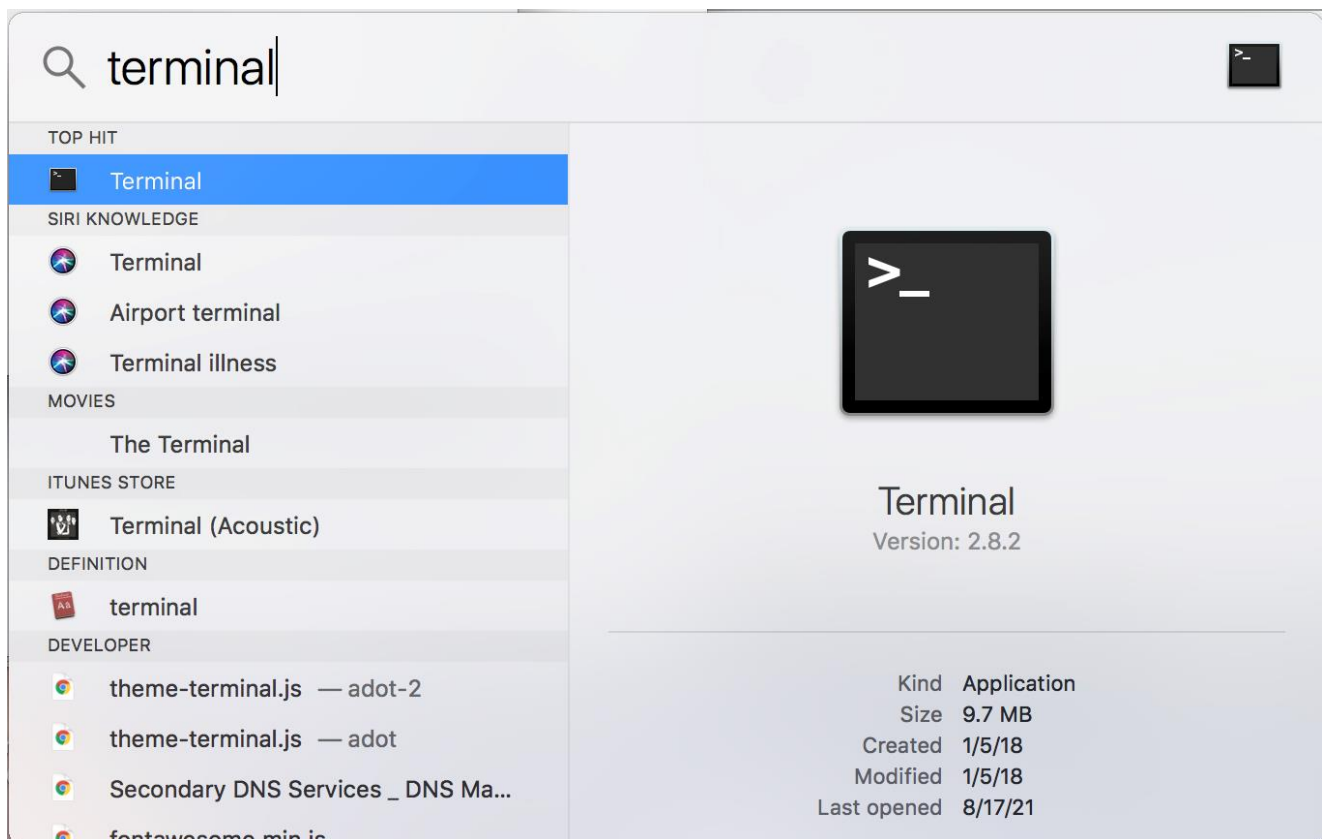
How to DNS Flush on Macintosh

Step 1: Open the Terminal. This can be done either by:

A) using Spotlight Search or by pressing Command + Space and then type Terminal.

B) Open the Launchpad in the Dock and type in Terminal in the search bar.

You're looking for this:

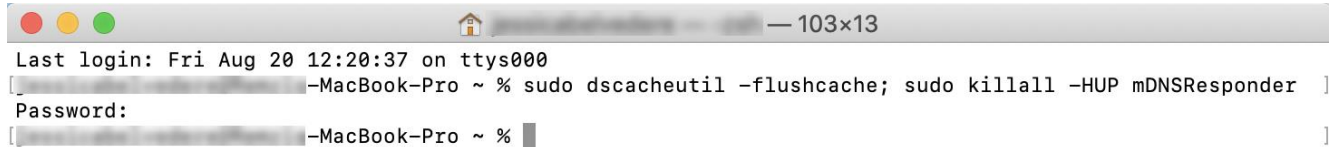


Step 2: Double-click the Terminal to open it.

Step 3: Type in “sudo dscacheutil -flushcache;sudo killall -HUP mDNSResponder” (without the quotes).

Step 4: Press Return. It will prompt for the password. Enter the password and press Return again.

Example of what Terminal should look like:



```
Last login: Fri Aug 20 12:20:37 on ttys000
[redacted]-MacBook-Pro ~ % sudo dscacheutil -flushcache; sudo killall -HUP mDNSResponder ]
Password:
[redacted]-MacBook-Pro ~ % █ ]
```

You're done! You can exit the terminal. We recommend restarting your Mac, but this is not required.

****If the connection issue persists after performing this process, please contact your internet service provider for further technical troubleshooting.***

IMPORTANT NOTE: Macs have many older versions, so you will need to use a different command depending on the version.

Ventura & Monterey: `sudo dscacheutil -flushcache; sudo killall -HUP mDNSResponder`

Lion, Mountain Lion, Mavericks, El Capitan, Sierra, High Sierra, Mojave: `sudo killall -HUP mDNSResponder`

Yosemite: `sudo discoveryutil mdnsflushcache`

Tiger: `lookupd -flushcache`