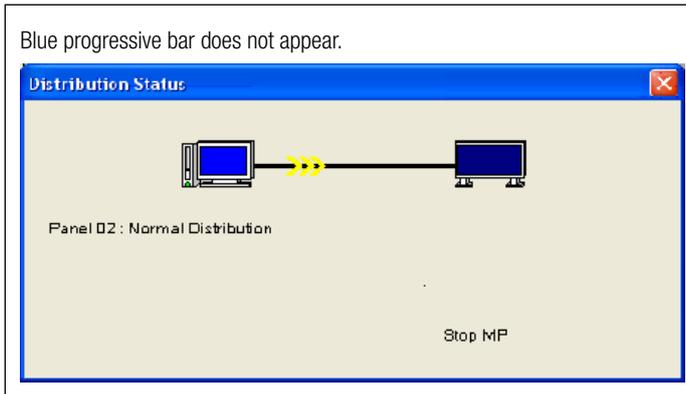


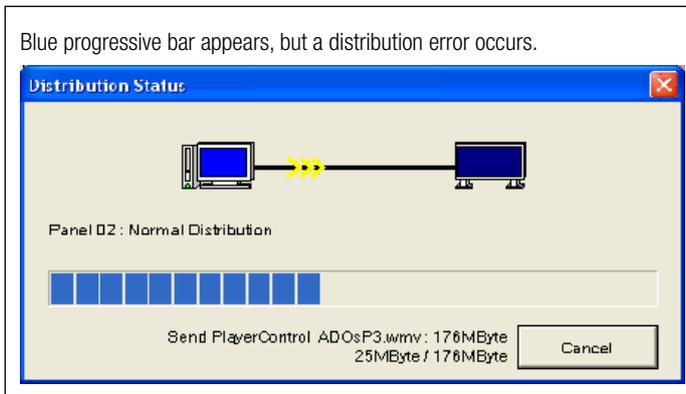
Network troubleshooting flow for problems with LAN distribution Ver 1.0

First, check the distribution window below.



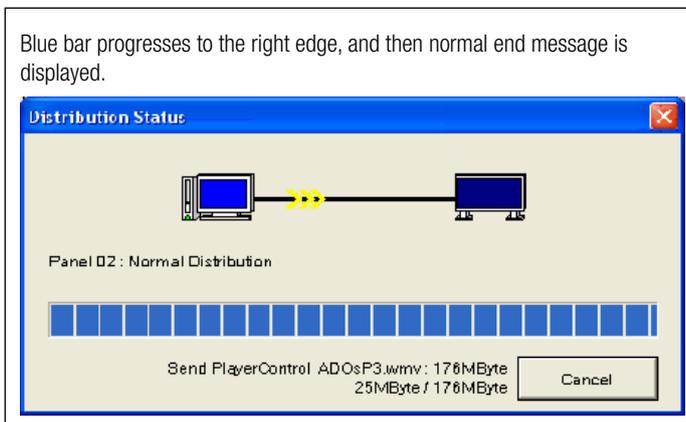
Yes
Jump to (1) on next page.

No



Yes
Jump to (2) on next page.

No



Yes
Distribution is completed successfully. Check a new program by using the "Preview" function in OSD of Media Player.

(1)

Player IP address is fixed?
Or it is set using DHCP?

DHCP

Check the DHCP setting.
1) Check if the IP address of Player is set in "NETWORK" in OSD. If IP=0.0.0.0, it is not set. Check DHCP server setting.
2) Check if the IP address of PC is set in the network setting of PC.
3) Using a WEB browser, check if the media player name of the Player is set.
4) Check if the media player name in "panel property" on the "panel management" menu of Authoring software is the same as that of the Player.

Fixed IP

OK

Check IP address and Netmask of both PC and Player.
1) Host address (the last number) needs to be unique, and Network address (first three numbers) needs to be the same.
Ex.) OK: PC: 192.168.0.10, Player: 192.168.0.2
NG: PC: 192.168.1.10, Player: 192.168.0.2
2) Check the Netmask setting.
Ex.) 255,255,255,0

NG

Set correct value.

Try distribution again

OK

Ping test is checked?

NO

Key-in the following from a command prompt: Ping "IP address of Player"
Ex.) C:¥>Ping 192.168.0.2
Refer to "Troubleshooting (Using Ping command to conduct a LAN connection test)" in Player User's manual.

NG

No connection between PC and Player.
Check the following.
1) LAN cable connection.
2) Network setting for Player and PC.
3) If the two IP addresses are overlapping.
4) If there is a hub or a router between PC and Player, remove the PC and the Player from the LAN and connect them directly with a LAN cable, and then try again.

(2)

yes

OK

Check Proxy server setting in Internet Explorer (IE).
IE "tools"-->"Internet options"-->"Connections"-->"LAN settings" (Refer to appendix 1-A)

Proxy used

Disable Proxy* or set IP address of Player in "Exceptions" for Proxy server (refer to appendix 1-B.
* Remove check mark of "Proxy server".

Try distribution again

Proxy not used

Check if the WEB server in Player can be opened in IE of PC (refer to appendix 1-C).

Cannot be opened

Check the following.
1) Your security software such as a firewall blocks Http protocol or port 80.
-->Disable the security software and try distribution again.
2) Proxy server is set in IE.
-->Go back to the previous step.
3) Check if the Player IP address is overlapping with that of other device.

Can be opened

Disable your security software and try distribution again.

Distribution succeeds

Your security software blocks the distribution of Authoring software.
One of the followings might cause this issue.
1 FTP protocol or the FTP communication port might be blocked.
-->Change the setting of security software to unblock FTP communication.
2 Service program (SpSv.exe, SndSrv.exe) of Authoring software is blocked.
--> Change the setting of security software to unblock it (SpSv.exe, SndSrv.exe).

Unsolved

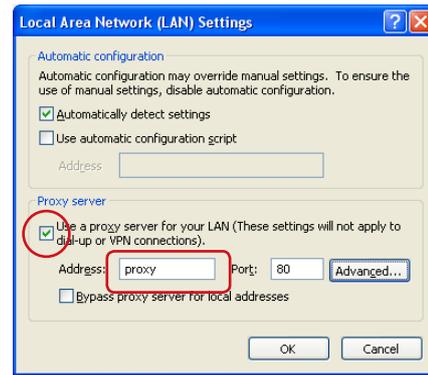
Unsolved

Call support center.

A. How to check Proxy server setting of Internet Explorer (IE)

- Open "Tools" of IE --> "Internet options"
- > "Connections" --> "LAN settings".

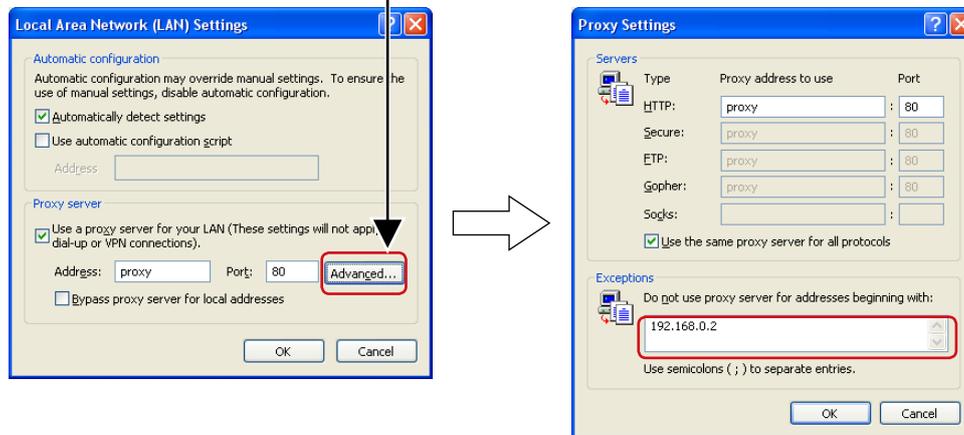
If it is checked and an address is set, Proxy server is enabled.



B. How to set "IP address exceptions" for Proxy server in IE

Click "Advanced" in "LAN setting" in IE.

Key-in IP address of Player in the Exceptions field.



C. How to connect to the WEB server in Player

- Startup the Internet Explorer on the computer, and input the Static IP address set in the authoring software after the "http://" in the address bar.



- If the user name and password screen are displayed, input the user name: default and password: 0000.
- Confirm that the setting screen is displayed.

User name, password screen



WEB setting screen

NOTE:

The Media Player setting can be confirmed on the WEB setting screen.

CAUTION:

It may not be properly displayed on a browser other than Internet Explorer.



<MP-01/SB-L008KU LAN specifications for Distribution>

(1) Protocol: HTTP for Player control and FTP passive mode for file distribution

(2) Port No.

■ Http protocol

Source (PC) port no.: arbitrary port number (1024 to 65535)

Destination (MP-01) port no.: 80H

■ FTP protocol

• For FTP Control

Source (PC) port no.: arbitrary port number (1024 to 65535)

Destination (MP-01) port no.: 21H

• For FTP data

Source (PC) port no.: arbitrary port number (1024 to 65535)

Destination (MP-01) port no.: arbitrary port number (1024 to 65535)

