Contents

Chapter 1
Welcome

Welcome to the HP MediaSmart Server.

- Enjoy your digital experiences anywhere over the Internet.
- Share your life with friends and family with HP Photo Webshare.
- Automatically backup and protect your digital memories.

What's in the Box

In the box you will find:

- HP MediaSmart Server
- Power cord
- Ethernet cable
- Setup Poster
- Installation and Troubleshooting Guide (this document)
- Warranty & Support Guide
- Software Installation Disc
- PC Restore Disc
- Server Recovery Disc

| HP MediaSmart Server | Power Cable | Ethernet (RJ-45) Cable | Software Installation Disc | PC Restore Disc | Server Recovery Disc | Quick Start Guide | HP Support Guide | Setup Poster |
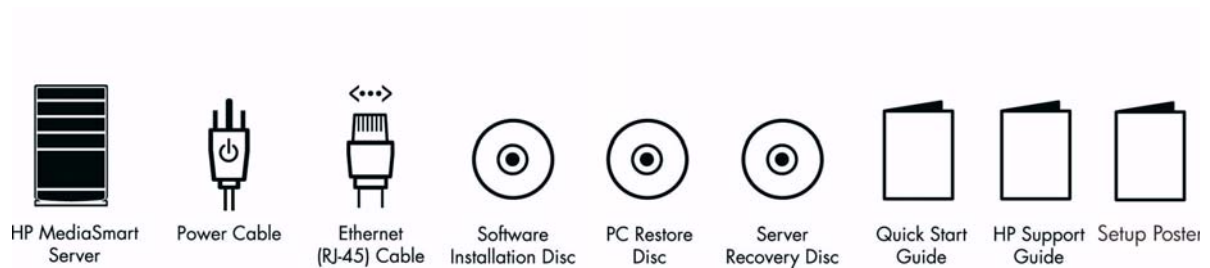
The HP MediaSmart Server at a Glance (front)

See the online User's Guide for additional information on light colors or patterns not discussed here.

Light bar There is one light bar for each internal hard drive in the HP MediaSmart Server.

- Purple - The light bar is solid purple before the HP MediaSmart Server software is installed on the first computer.
- Blue - The light bar is solid blue after the software is installed on one computer and the server restarts.

Power light The power light is solid blue when the server is turned on.

Network connection light The network connection light is solid blue when the server is connected to the network via a router or switch.

Health light The health light indicates that the server is operating correctly.

- Purple - The health light is solid purple before the HP MediaSmart Server software is installed on the first computer.
- Blue - The health light is solid blue after the software is installed on one computer and the server restarts.

USB port Plug up to four USB 2.0 or later disk drives into the USB ports to expand your storage space. There is one USB port on the front and three on the back of the server.

The HP MediaSmart Server at a Glance (back)

USB ports Plug up to four USB 2.0 or later disk drives into the USB ports to expand your storage space. There is one USB port on the front and three on the back of the server.

eSATA port Plug an eSATA (external SATA) hard drive into the eSATA port to expand your storage space.

Ethernet port Connect the HP MediaSmart Server to your network using an Ethernet cable.

Power switch Press to turn the HP MediaSmart Server on.

Power port Plug the included AC power cord into the HP MediaSmart Server.

Chapter 2
Getting Started

In this chapter you'll connect the HP MediaSmart Server to your home network and install the software on your first home computer.

To get started you need to

1 Connect the HP MediaSmart Server to your network and turn it on.
2 Update the trusted programs list for any firewall or anti-virus software on your computer.
3 Install the HP MediaSmart Server software on one computer.
4 Follow the Setup Assistant in the Windows Home Server Console (see Chapter 3).
5 Install the HP MediaSmart Server software on additional computers (see Chapter 4).

What You'll Need to Set up the HP MediaSmart Server

- One or more computers with Windows Vista, Windows XP, or Windows Media Center Edition (32 bit systems only). See the online User's Guide for a complete list of supported operating systems.

- A broadband internet connection, such as DSL or cable.

- An external Internet broadband router with 100 Mbps (or faster) Ethernet connection to the server. The router should be setup for DHCP, which automatically provides IP addresses as devices are plugged in.

- Internet Explorer 6.0 or later, which you can download from www.microsoft.com/downloads.

- iTunes 7.1 or later, which you can download from www.apple.com/itunes/download (recommended for combining household music libraries and streaming music with iTunes)

Connect the HP MediaSmart Server to Your Network

How to connect the HP MediaSmart Server to your network depends on your network configuration.

This example shows a broadband router connecting the following:

- HP MediaSmart Server
- Desktop computer
- Laptop with a wireless adapter
- TV connected to a network-enabled media streaming device, such as an Xbox 360
- Remote users connecting to the HP MediaSmart Server and home network through an Internet browser

CAUTION: If you have wireless functionality on your network, be sure to enable your router's security settings to protect your network. See the documentation that came with your router.
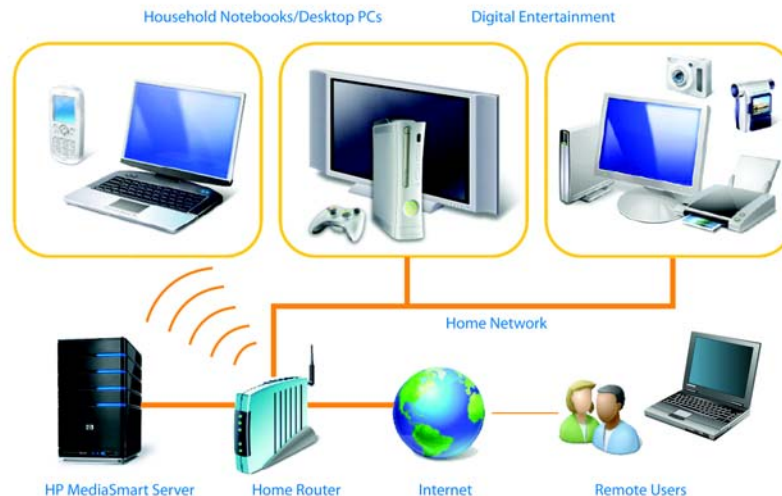
Turn on the HP MediaSmart Server

1 **Plug in.** Plug one end of the power cord into the server's power receptacle and the other end into an electrical outlet.

2 **Connect.** Connect one end of the Ethernet cable to the server and the other end to an available Ethernet port on your router or switch.

3 **Power on.** Press the Power button on the back of the server.

The server takes approximately 60 seconds to start. The indicator lights blink and change color throughout the startup process. Wait for all of the server lights to be solid before proceeding with the software installation.

IMPORTANT: Do not attach USB devices to the HP MediaSmart Server during initial setup. For additional information, see the Installation and Troubleshooting Guide.
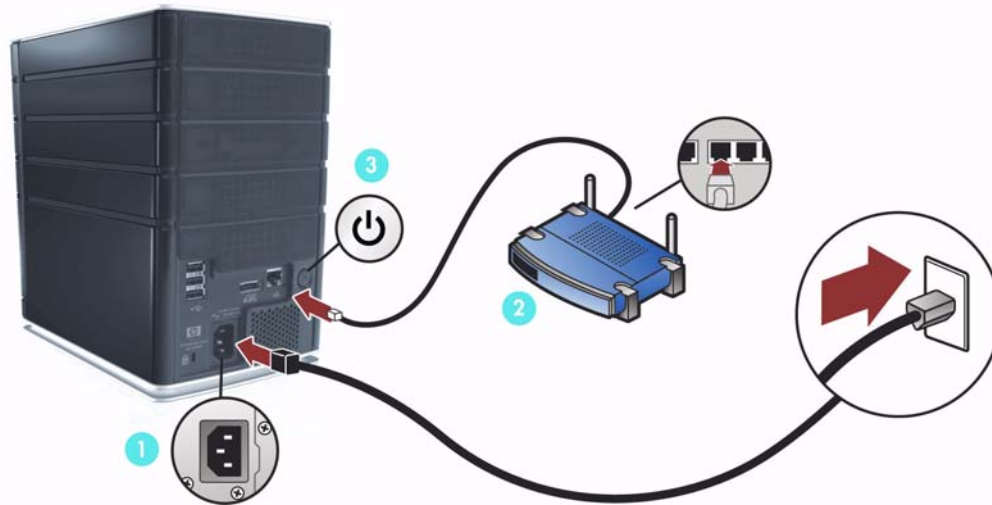
Check Lights

The lights on the front of the HP MediaSmart Server indicate the status of the server.

After the HP MediaSmart Server startup completes and prior to the first software installation, the indicator lights show:

- Hard drives—solid purple ▬▬
- Network—solid blue ⊹
- Health—solid purple ⊕

After you complete the software installation as described later in this chapter, all lights should be solid blue.

For any difficulties, see "Troubleshooting" in this guide.

Update Your Firewall's Trusted Program List

The HP MediaSmart Server Software Installation Disc installs several programs that enable your computer to communicate with the HP MediaSmart Server over your network. Software firewalls installed on your computer can block this communication and prevent the computer from locating the HP MediaSmart Server on your network. The following steps are recommended before installing the HP MediaSmart Server programs:

- Launch your firewall and anti-virus software and update the trusted programs list.

- Verify that your firewall and anti-virus software is set to "Learn" new programs. After the HP MediaSmart Server software is installed, the firewall should prompt you to allow the installed programs to communicate with the server.

- If you are using a firewall or anti-virus program that cannot automatically update its trusted software list, please contact the firewall or anti-virus software vendor to find out how to manually add software to the trusted software list. Then, visit http://www.hp.com/go/support for a list of software to add.

Sidebar: Hubs and Network Health Light

Some network hubs, as opposed to switches or routers, may reduce performance between your computer and the HP MediaSmart Server, or the hub may prevent your computer from communicating with the server. If this is a problem, the network health indicator light on the front of the server will be off. Replacing the hub with a switch may improve the network performance or restore connectivity.
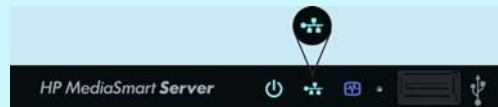
The network health light is solid blue when the server has network connectivity.

Install the Software on the First Computer

Checking for Administrative Privileges

You must have administrative privileges on your home computer to install the software. Complete the following instructions for Windows Vista or Windows XP to view or change user account settings.

- In Windows Vista, click **Start**, **Control Panel**, and then **User Accounts and Family Safety**.

- In Windows XP, click **Start**, click **Control Panel**, and then double-click **User Accounts**.

Inserting the Software Installation Disc

The Software Installation Disc first installs the HP MediaSmart Server software and then the Microsoft Home Server Connector software on your computer.

1 Insert the Software Installation Disc into a computer connected to your network. The installation starts.

2 Follow the instructions on each installation page. The remainder of this chapter describes important parts of the installation, but not every step is described.

NOTE: Computers running Windows Vista may display User Account Control messages, such as "A program needs your permission to Continue." Click **Continue**.

About the HP MediaSmart Server Software

The HP MediaSmart Server software installs first. This software is used to

- Provide a single point of access for all of the server's features,
- Share photos and videos quickly and securely over the Web using HP Photo Webshare,
- Centralize your iTunes music library, and more!

RECOMMENDATION: Click **User's Guide** on this dialog box if you need additional assistance with the installation and setup.

Click **Next** to display and accept the end user license agreement.

Installing the HP MediaSmart Server

Click **Install** and follow the instructions on each page.

The following components are installed if they are not already on your computer. This installation may restart your computer and take several minutes.

- Windows Installer 3.1
- Microsoft .Net Framework 2.0
- HP Update

The HP MediaSmart Server software automatically installs after the components. Once the HP software is installed, the Windows Home Server Connector install begins.

About the Windows Home Server Connector

The Windows Home Server Connector:

- Connects your computer to the server.
- Automatically backs up your computer every night.
- Monitors the health of the network and computers running Windows Vista.
- Enables configuration of the server from your computer.

Windows Home Server Setup runs only once—on the first computer where you install the Windows Home Server Connector software.
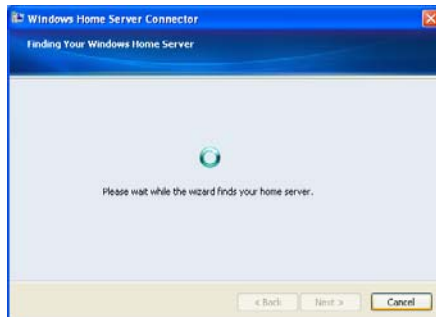
Finding the Server

The Windows Home Server Connector installations looks for and connects to your HP MediaSmart Server. If the installation cannot find your server, see the Troubleshooting chapter at the end of this guide.

Once the server is found, click **Next** to continue the installation.
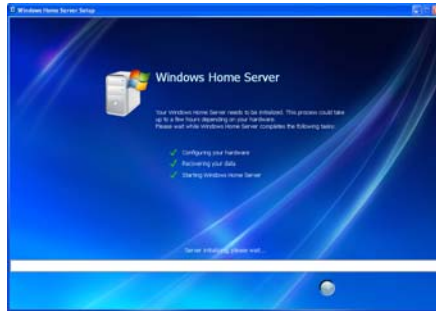
Initializing Windows Home Server

The Windows Home Server initialization begins and can take several hours depending on your hardware. Please wait while Windows Home Server:

- Configures your hardware
- Recovers your data
- Starts Windows Home Server
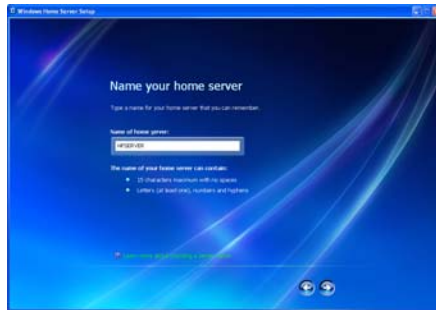
Naming the HP MediaSmart Server

Type a name for your server. Server names can be:

- 15 characters maximum with no spaces
- Letters (at least one), numbers and hyphens

IMPORTANT: This is the only time you can name your server. It cannot be changed later.

Write your server name in the space provided below. The default name is **HPSERVER**.

Server Name: _____

Setting the Server Password

On the **Windows Home Server password** page, you are asked to create a strong password. A strong password must be at least 7 characters long and must fulfill three of the following four requirements:

- Uppercase characters
- Lowercase characters
- Numbers
- Symbols (such as !, @, and #)

NOTE: A password hint can be seen by anyone who clicks the **Password hint** button.

IMPORTANT: The server password is not the same as a user password. User accounts and passwords are covered in the next chapter.

Write your password in the space provided below.

Password: _____

## Help Protect Windows Home Server Automatically

Windows Home Server Setup automatically downloads and installs relevant important updates from Windows Update to help make your home server more secure.

Choose if you want Windows Home Server to continue automatically downloading updates after Setup and click the next arrow.

NOTE: It is recommended that you turn on **Automatic Windows Updates**.
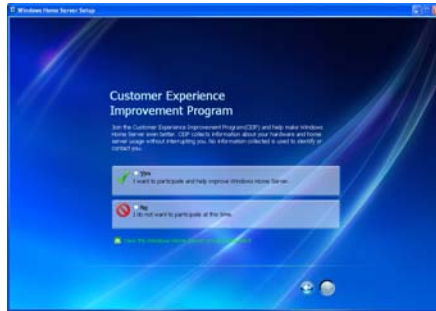
Customer Experience Improvement Program

Join the Customer Experience Improvement Program (CEIP) and help make Windows Home Server even better. CEIP collects information about your hardware and home server usage without interrupting you. No information collected is used to identify or contact you.

Choose if you want to participate in this program and click the next arrow.

Windows Error Reporting

To help understand the problems you may encounter with Windows Home Server, Windows Error Reporting can automatically report them to Microsoft. Any personal information inadvertently collected in the reports will not be used.

Choose if you want to participate in this program and click the next arrow.

Checking for Windows Home Server Updates

The Windows Home Server installation checks for any relevant important updates. This may take some time to complete, but does not require additional information from you.

IMPORTANT: Do not restart or turn off your home server during the update process.
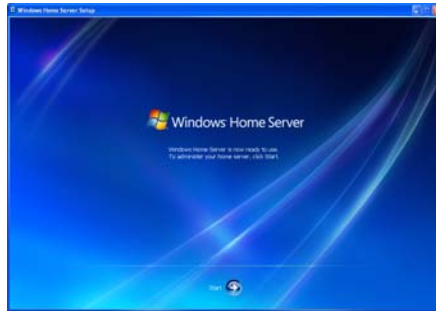
Starting Windows Home Server

Click **Start** to log on and open Windows Home Server.
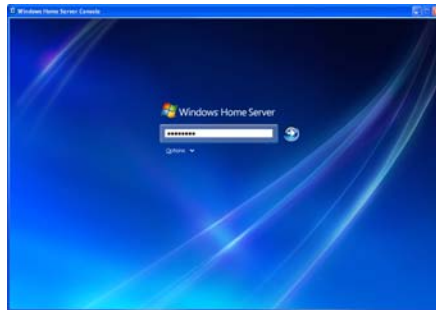
Logging on to Windows Home Server

Type the password you created during the installation. For additional information, see "Setting the Server Password" on page 15.

Checking for HP MediaSmart Server Updates

The HP MediaSmart Server installation checks for any updates. Installing updates ensures that you experience the full functionality and optimal performance of the HP MediaSmart Server.

IMPORTANT: Do not restart or turn off your home server during the update process.

Introducing the HP MediaSmart Server Assistant

The server installation is complete. When you click **OK**, the **Assistant** remains at the bottom of the page to guide you through setting up your HP MediaSmart Server.

A green check mark appears for each completed step. Once all of the steps are complete, the Assistant link at the top of the page turns green.

Congratulations! You are Ready to Start Using Your Server

Some HP MediaSmart Server features, such as backups and shared folders, are pre-configured and ready to go as soon as the first software installation is complete. Other features require some set up before you can use them.

Backups

After running the Software Installation Disc on your first home computer it is automatically added to the list of computers that are backed up by the HP MediaSmart Server each night. Run the Software Installation Disc on additional home computers to enable them to communicate with the server and to add them to nightly backups.

To customize the hard-drive volumes to back up, or to exclude folders from the backup

1 At the computer, double-click the Windows Home Server icon in the task tray and log on.

2 Click the **Backups & Computers** tab.

Shared Folders and Media Sharing

Start copying digital assets from your computer to shared folders on the HP MediaSmart Server.

1 At the computer, double-click the HP MediaSmart Server desktop icon .

2 Copy Photos, Music, or Videos to the appropriate shared folder or click Server to create shared folders for other digital content.

NOTE: From the **Media Sharing** page on the Windows Home Server **Settings** tab, you can turn on digital media streaming for the Photos, Music, or Videos shared folders. Click **On** for each folder that you want to stream from.

Set up Additional Features

Features such as HP Software Update, User Accounts, Remote Access, Photo Webshare, and Media Sharing require some setup. The Assistant guides you through setting up your server. Using the Assistant is optional but recommended to ensure that the most frequently used server features are set up correctly.

1 At the computer, double-click the Windows Home Server icon in the task tray and log on.

   The **MediaSmart Server** tab should be active.

2 Follow the instructions in the **Assistant** at the bottom of the page.

   The next chapter discusses the Assistant in detail.

Chapter 3
Using the Assistant

The Assistant guides you through setting up your server. Using the Assistant is optional but recommended to ensure that the most frequently used server features are set up correctly.

After running the Software Installation Disc, the installer displays the **Windows Home Server Console** with the **MediaSmart Server** tab selected. The **Assistant** displays at the bottom of the Windows Home Server Console.

The Assistant helps you complete the following HP MediaSmart Server configuration steps.

- Task 1 of 6: Setup HP Software Update
- Task 2 of 6: Create User Accounts
- Task 3 of 6: Configure Remote Access
- Task 4 of 6: Configure your HP Photo Webshare
- Task 5 of 6: Turn on Media Sharing
- Task 6 of 6: Learn more about your HP MediaSmart Server

Setting up the HP MediaSmart Server using the Assistant

Opening the Assistant

Complete the following steps if the Assistant is not already open.

1   At the computer, double-click the Windows Home Server icon [icon] in the system tray and log on.

2   Click the **MediaSmart Server** tab.

3   Click **Assistant** in the upper right corner.

    The Assistant opens to the first incomplete task or closes at the bottom of the Windows Home Server.
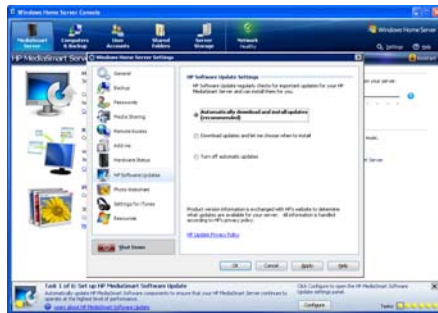
Task 1 of 6: Setup HP Software Update

Use the HP MediaSmart software update to keep your server and home computers current with the latest HP software, online help, and new features.

HP MediaSmart software update does not update the Microsoft Windows Home Server operating system. For information about updating Windows Home Server, see **Configuring Windows Update** in the **Windows Home Server Console Help**.

1   On task1 of the Assistant, click **Configure**.

The **Windows Home Server Settings** page displays with **HP Software Updates** selected in the left menu.

2   Select one of the following options

- Automatically download and install updates (recommended)

- Download updates and let me choose when to install

- Turn off automatic updates

Task 2 of 6: Create User Accounts

The HP MediaSmart Server supports two types of user accounts: guest and individual. Use the table below to determine which type of user account best suits your needs.

Type of User Acct	Description	Shared Folders	Remote Access	HP Photo Webshare
Guest	Everyone uses the same account. There is typically no password, so no logon is required.	Everyone has Full access to all shared folders.	Cannot use with remote access.	Cannot use with Webshare.
Individual	Each family member has a unique user name and password. They logon to use home computers.	Each person can be set up with different shared folder access.	Available. Requires a strong password.	Available. Requires a strong password to be a Webshare Manager.

Enabling the Guest Account

If you want everyone to use the same logon account to access the HP MediaSmart Server, enable the guest account. If the guest account is enabled with no password, family members are not required to logon when they use home computers.

IMPORTANT: If you enable the guest account, everyone that connects to your home network has the same privileges. That may mean that they all have full access to shared folders and other resources on your server. To protect your home network from unwanted connections, see **Securing your server from intruders** in the **Troubleshooting** section of the **User's Guide**.

1   Click the **User Accounts** tab at the top of the page.

    The User Accounts Setup dialog displays.

2   Click **Enable Guest**.
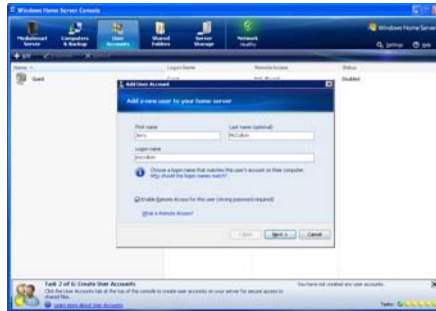
Creating Individual User Accounts

If family members want to access information on your home network from an Internet café, coffee shop, or other location outside of your home, they need individual user accounts with strong passwords. At least one individual user account with a strong password is also required to create a Webshare Manager and to set up HP Photo Webshare.

IMPORTANT: When you create user accounts on the server, use logon names and passwords that match the logon names and passwords of existing user accounts on your home computers. Creating matching user accounts enables family members to automatically log on to the server when they log on to their home computer.

If your computer does not have a password or if the computer uses a factory default user name, you can change these parameters

- In Windows Vista, click **Start**, **Control Panel**, and then **User Accounts and Family Safety**.

- In Windows XP, click **Start**, **Control Panel**, and then **User Accounts**.

To create user accounts on the server

1   Click the **User Accounts** tab at the top of the page.

   The User Accounts Setup dialog displays.

2   Click **Set Policy** to force a password strength for all user accounts and click **OK**. (optional)

3 Click **OK** on the **User Accounts Setup** dialog to begin creating user accounts.

4 Click Add, and then complete the Add User Account Wizard.

Use only the following characters for names:

- Uppercase letters—A, B, C, and so on.
- Lowercase letters—a, b, c, and so on.
- Numbers—0, 1, 2, 3, 4, 5, 6, 7, 8, 9
- Symbols—use only: dash - underscore _ period . space [ ]

5 Check to enable remote access if the family member wants to access the home network from outside of the home of if they want to use HP Photo Webshare.

6 Repeat for each user account that you want to add.

Task 3 of 6: Configure Remote Access

To access your Photo Webshare from a Web browser outside of your home network, or to easily access your files and home computers while you are away from home, you must configure remote access.

1 On task 3 of the Assistant, click **Configure**.

The **Windows Home Server Settings** page displays with **Remote Access** selected in the left menu.

2 Click **Turn On** under **Web Site Connectivity**.

3 Click **Setup** under **Router**.

The server tries to configure your broadband router. For more information, see **Configuring your broadband router** in the **Windows Home Server Console Help** or see **Troubleshooting** in this guide.

4 Click **Setup** under **Domain Name**.

A Domain Name is a Web address. It allows you to access your HP MediaSmart Server and HP Photo Webshare from the Internet. For instance, if you registered MyFamily.hpshare.net for your HP MediaSmart Server, you would use this address to connect to your server using remote access. See the online **HP MediaSmart Server User's Guide** for more information.

5 Customize **Web Site Settings** as desired.

6 Click **OK**.

Task 4 of 6: Configure your HP Photo Webshare

Personalize your Photo Webshare, set up email notifications, create Webshare managers, and determine visitor upload limits.

1 On task 4 of the Assistant, click **Configure**.

The **Windows Home Server Settings** page displays with **HP Photo Webshare** selected in the left menu.

2 Type a name for your Webshare under **Webshare Name**.

3 Click **Configure** under **Webshare Notifications** and follow the instructions in the **Email Settings** wizard.

4 Check users to be **Webshare Managers**.

You can only check users that have remote access enabled and that have strong passwords. If you need to change a user's account settings, close the **Windows Home Server Settings** dialog box, and click the **User Accounts** tab.

5 Select **Visitor storage limits**.

Visitors are friends and family outside your home network that you choose to share Webshare albums with. Depending on how you set up visitors, they may be able to add photos and videos to Webshare albums. The storage limit restricts the space for unapproved photos and videos added by visitors.

6 Click **OK**.

Task 5 of 6: Turn on Media Sharing

Turn on media sharing to stream music, videos, or pictures to supported digital media players or digital media receivers.

1 On task 5 of the Assistant, click **Configure**.

2 Click **On** for each folder that you want to enable media streaming.

3 Click **OK**.

Task 6 of 6: Learn more about your HP MediaSmart Server

This step does not require any set up. It takes you to the HP MediaSmart Server User's Guide where you can learn about of the server's features.

On task 6 of the Assistant, click the **HP MediaSmart Server User's Guide** link.

You can also open the User's Guide by

- Selecting the **MediaSmart Server** tab of the **Windows Home Server Console** and clicking **Help** in the upper right corner.

- At the computer, click **Start**, **All Programs**, and then select **HP MediaSmart Server**. Click the **Help & Support** tab and **User's Guide**.

Chapter 4
Installing on Additional Computers

Now you are ready to run the Software Installation Disc on the other computers in your home.

After completing the steps in the Assistant on the first computer, use the Software Installation Disc to install the HP MediaSmart Server and Windows Home Server Connector software on the other computers on your home network. Install the software on one computer at time.

Install the Software on Additional Computers

NOTE: The HP MediaSmart Server must be on and all of the lights on the front of the server must be solid blue, before installing the software on additional computers.

1 Insert the Software Installation Disc into a computer connected to the home network.

You must have administrative privileges to install. For additional information, see (in the installation chapter).

2 Follow the instructions on the installation wizards.

The installation process is identical to installing on the first computer except for the following:

- The Windows Home Server Setup does not run.

- Your server password is required to install, as shown in the following figure:

Setting up Additional Home Computers

After installing the software on the Software Installation Disc, there are a few setup options for you to consider.

- The home computer is automatically set up to be backed up each night. If you want to customize back up settings for this computer, see "Backups" on page 19.

- If you created individual user accounts in Windows Home Server for one or more family members that use this computer, you also need to set up computer user accounts for them if you want them to be able to access features on the server without logging on. For additional information, see "Task 2 of 6: Create User Accounts" on page 23.

- If there is an iTunes library on this computer that you want to include in an aggregated iTunes library on the server, set up this computer to copy its iTunes library to the server. For additional information, see the online HP MediaSmart Server User's Guide on the Software Installation Disc or on the Help & Support tab of the HP MediaSmart Server Control Center.

Getting Acquainted with the HP MediaSmart Server

Families with several computers in their home are challenged by a proliferation of digital content. Precious and often irreplaceable photos, music, videos, and documents are often scattered across multiple computers or are on remote web pages somewhere on the Internet. The HP MediaSmart Server provides a simple way for family members to access, share, and protect their valuable content.

Try the following steps to become acquainted with your new HP MediaSmart Server.

1 After you install the server software on one computer and complete the steps in the **Assistant** in the **Windows Home Server Console**, install the software on a second computer on your home network.

2 From the first computer, click the **HP MediaSmart Server** desktop icon to start the **HP MediaSmart Server Control Center**.

3 Click the **Photos** icon and copy some pictures stored on your computer into the **Photos** folder.

4 From the second computer, you can now access the pictures on your HP MediaSmart Server by clicking the **HP MediaSmart Server** desktop icon and opening the **Photos** folder in the **HP MediaSmart Server Control Center**.

5 While on your second computer, copy pictures into the **Photos** folder to share with other members of your family on your home network.

We encourage you to explore other features such as the HP Photo Webshare, remote access over the Web, and iTunes integration. For additional information on these topics and more, open the **HP MediaSmart Server Control Center**, select the **Help & Support** tab, and click the **User's Guide**.

Chapter 5
Troubleshooting

Find solutions for difficulties with your HP MediaSmart Server.

The tables below contain basic trouble shooting steps. if they do not resolve the issue or you need assistance in some of the steps described open the HP MediaSmart Server. Open the **Help & Support** tab and click the User's guide.

If your problem is not listed, consult the HP support web site at http://www.hp.com/support.

Common Troubleshooting Tables

The tables below contain common trouble shooing steps.

Troubleshooting Tips for the Server

Table 1: Common Troubleshooting tips for the Server

Question/Issue	Probable Cause	Answer/Resolution
What to do if the server is unresponsive	• If the server appears to be unresponsive, do either of the following.	• Reset the server console. • Shutdown and restart manually.
	• Reset the server console.	How to reset the server from the Windows Home Server Console. 1 From the Windows Home Server Console, click the **Close** button. 2 Double-click the **Windows Home Server** icon in the task tray. 3 On the Windows Home Server Console startup page, click **Options**. 4 From the drop-down menu, select **Reset the Windows Home Server Console**. 5 Click **OK** to verify that you want to reset the console.
	• Shutdown and restart manually.	Shutting down and restarting the server. 1 On the back of the server, press the **Power** button. 2 The health light should begin blinking.
	• How to force the server to turn off and restart.	Shutdown and restart via Windows Home Server console. 1 Click the **Settings** tab. 2 Click **Shut Down**.

Table 1: Common Troubleshooting tips for the Server

Question/Issue	Probable Cause	Answer/Resolution
What to do if the server is unresponsive	• To force a shutdown and restart. This should only be done if all other shutdown options fail. The forced shutdown may result in data loss.	To force a shutdown and restart: 1 On the back of the server, hold in the **Power** button for at least 4 seconds to force the server to shutdown. 2 After the server is completely off, press the **Power** button to restart.
Power on indicator is off.	The server is not powered on.	To power on the server: 1 Make sure the power cord is fully plugged into the server and a powered electrical outlet. 2 If plugged into a surge protector or power strip, make sure the device is switched on. 3 Press **power button** on rear of unit to turn power on.
Why is the hard drive light-bar purple?	A purple light bar ▬ indicates that a hard drive has been installed, but has not been initialized. It occurs in the following conditions.	• When setting up the server for first time—the light-bar is purple until the set up on the first computer is complete. • The drive has been removed from total storage—for example, when removing a drive from the drive bay. • When adding a new drive, before it has been added to server storage.
Why is the hard drive light-bar red?	A red light-bar ▬ indicates the following.	• That a hard drive has failed and must be replaced. Additionally, the connected computers show the following: • Red icon ▦ on the task tray. • Red indicator ⬟ on the Windows Home Server Console Network Health tab.

Table 1: Common Troubleshooting tips for the Server

Question/Issue	Probable Cause	Answer/Resolution
Why is the server's health indicator light red?	A red Health indicator light ⊞ has the following states: Additionally, on your computers the Windows Home Server icon is grey ⌂ on the task tray, which indicates the computer cannot contact Windows Home Server.	• Solid red—operating system failure. • Blinking red—power on test has failed or BIOS failed.

Table 1: Common Troubleshooting tips for the Server

Question/Issue	Probable Cause	Answer/Resolution
Computer Recovery	PC Restore Disc. Use this disc to restore your computer from the HP MediaSmart Server in the event of the following: • To restore the system drive. • When the operating system will not start (boot). • If you cannot use Single file Restore to restore the system files. To ensure that you have the latest version of the PC Restore Disc, contact HP support at http://www.hp.com/support.	Computer Recovery 1 Insert the PC Restore Disc into a CD/DVD drive in the computer you want to restore. 2 Restart the computer, and boot from the CD. 3 Follow the instructions in the Restore Wizard.
What to do about hardware warning messages?	Warning messages indicate Critical issues or At Risk issues.	• **Critical issues**—address immediately; otherwise, the server may be damaged. • **At Risk issues**—address as soon as possible.

Table 1: Common Troubleshooting tips for the Server

Question/Issue	Probable Cause	Answer/Resolution

Temperature warnings.	Temperature warning messages indicate that some server components are too hot	Temperature warnings.
		1 Check the ventilation surrounding the server:
		• If the server is located in a small unventilated space, move the server to a more ventilated location.
		• Check that the server's front and back panels are not blocked.
		• Check that the location of the server is not too hot. Maximum environmental temperature for operating the server is 35° C (95° F).
		2 Remove any accumulated dust on the back and front of the server.
		3 Fold up the flap on any empty system drive trays.
		4 If none of the previous steps return the temperature to normal:
		  a Write down the temperatures of the CPU and System.
		  b Turn off the server.
		  c Contact HP Support

Fan speed warnings	The fans cool the disk drives and other electronics. If they are not cooling the server sufficiently, the hard drives and server may be damaged.	Fan speed warnings 1 Write down the speeds of the upper and lower fans. 2 Turn off the server. 3 Contact HP Support
Voltage warnings	The voltages indicate the health of the server's power supply.	Voltage warnings 1 Write down the voltages. 2 Turn off the server. 3 Contact HP Support

Table 1: Common Troubleshooting tips for the Server

Question/Issue	Probable Cause	Answer/Resolution
What is a Server Recovery?	Why Should I consider a Server Recovery: • Server operating system has been corrupted. • Disk replacement— partition data on other storage drives are okay. • If you have lost your password. • Server's system hard drive has been replaced.	For detailed steps see the online User's Guide. Server Recovery attempts to recover all data and restore the folders. However, because of the state of the system prior to the recovery, not all data may be able to be recovered or integrated into the folder structure. During **Server Recovery**, all system settings, such as User Accounts and Photo Webshare settings, are lost. You will need to recreate them.
What is a Factory Reset?	Why Should I consider a Factory Reset: • The partition data on the other storage drives is corrupted. • Giving away or selling the server. See the caution below this table.	For detailed Steps see the online User's Guide. During **Factory Reset**, not only are all system settings, such as User Accounts and Photo Webshare settings, are lost. You will need to recreate them. Also the data on all drives is lost.

Table 1: Common Troubleshooting tips for the Server

Question/Issue	Probable Cause	Answer/Resolution

File transfer failure	What to do about a failure when transferring photos or video clips to the HP MediaSmart Server from your computer.	File transfer failure
		
		1 Compare the files and try transferring the missing files again.
		
		2 If the transfer fails again, check that you can access the Windows Home Server.
		
		3 If you cannot access the Windows Home Server please see the following tip:
		
		4 Check the Event Viewer to see if the System logs loss shows a disconnect:
		  • In Windows XP, click **Start**, **Control Panel**, **Performance and Maintenance**, **Administrative Tools**, and then select **Event Viewer**.
		  • In Windows Vista, click **Start**, **Control Panel**, **System and Maintenance**, **Administrative Tools**, and then select **Event Viewer**. network (subnet).
		
		5 If the computer that you transferring files from is connected wirelessly to the network, try connecting it with an ethernet cable.
		  • In Windows XP, click **Start**, **Control Panel**, **Performance and Maintenance**, **Administrative Tools**, and then select **Event Viewer**.
		  • In Windows Vista, click **Start**, **Control Panel**, **System and Maintenance**, **Administrative Tools**, and then select **Event Viewer**.

Table 1: Common Troubleshooting tips for the Server

Question/Issue	Probable Cause	Answer/Resolution
If you cannot access the Windows Home Server	Try the suggested resolutions	• Make sure that all the cable connections are correctly plugged in. • Make sure the HP MediaSmart Server has power and the Network indicator light is blue. • Make sure the router (or switch) has power. • Restart the router or switch. • Restart all the devices on the network, including the computers and the server. • Make sure your server and computers are on the same Network.

Health Indicator Codes

The Tables below are a breakdown of the Health indicator displays. To see this code, using a paper clip, press and release the recessed **Status/Recovery** button on the front of the server..

Table 2: Health indicator codes Codes when the indicator starts as Solid red

Question/Issue	Probable Cause	Answer/Resolution
Solid red—no code	Operating system or application error.	See Windows Home Server Console for error condition.
1 blue, 2 red	System drive failed to boot.	If the light-bar for the system drive (the lowest light-bar) is also red, you need to replace the system hard drive.
1 blue, 3 red	Operating system USB boot failed.	Check that lowest USB port on back of server has boot source.
1 blue, 4 red	Recovery mode failed.	Contact HP Support at http://www.hp.com/support.
1 blue, 5 red	Multiple boot failure.	Contact HP Support at http://www.hp.com/support.
1 blue, 6 red	Service code.	Do not hold state button longer than 3 seconds. Shut down and repeat.

Table 3: Health indicator codes Codes when the indicator starts as Blinking red

Question/Issue	Probable Cause	Answer/Resolution
2 blue, 1 red	BIOS corrupted.	Repeat power-on to validate.
2 blue, 2 red	Memory failure.	Contact HP Support. Contact HP Support at http://www.hp.com/support.
2 blue, 3 red	BIOS recovery source not present.	Check that lower USB port on back of server has new BIOS source.
4 red	Memory Failure.	Check that Memory is firmly seated in socket.

Troubleshooting Tips for Networking Issues

Table 4: Common Troubleshooting tips for Networking

Question/Issue	Probable Cause	Answer/Resolution
No available port on network router.	Take the following steps:	1 To add more Ethernet ports, connect an Ethernet switch to the router. Refer to the switch documentation for instructions on how it connects to the router. 2 Connect one end of the Ethernet cable that came with the server to the switch and the other end to the HP MediaSmart Server.

Troubleshooting Tips for Common Network Connection Issues

Table 5: Common Troubleshooting tips for Network Connection Issues

Question/Issue	Probable Cause	Answer/Resolution
The network connection light alternates between blue and off.	The server is intermittently connected to the network.	Check the cable connection between the server and the router (or switch).
Why is the Network connection light off?	• To determine why the network connection light is off.	1 Make sure that all the cable connections are correctly plugged in. 2 Make sure the router or switch has power. 3 Restart the router or switch (or unplug and plug it back in). 4 If you are using your own Ethernet cable, try using the Ethernet cable that came with the HP MediaSmart Server.
	• The firewall is blocking the connection.	• If using a firewall program, configure it to allow any HP MediaSmart or Windows Home Server applications. • For instructions to unblock, see the software vendor's documentation.
	• Check that the router is correctly configured for DHCP.	• The HP MediaSmart Server comes automatically set to use a DHCP server to dynamically assign IP addresses. Most routers come with a built-in DHCP server. • Check that the router has the DHCP server correctly enabled. Refer to the documentation that came with the router for instructions on proper DHCP server configuration.
	• Check the network is set up properly for TCP/IP.	Check that each computer on the network has TCP/IP listed and selected for the network properties with these options selected: • Obtain IP address automatically. • Obtain DNS server address automatically.

Table 5: Common Troubleshooting tips for Network Connection Issues

Question/Issue	Probable Cause	Answer/Resolution
Why is the Network connection light off?	• Windows Vista.	To ensure that Network Discovery is turned on: 1 Click the **Start** menu, and then select **Control Panel**. 2 In the Control Panel, click **View network status and tasks**. 3 In the Network and Sharing Center, make sure that Network discovery is on. 4 If Network discovery is off, click ⊙, then select **Turn on network discovery** and **Apply.**
	• Windows XP.	To ensure your network is set up properly for TCP/IP: 1 Click **Start**, and then select **Control Panel**. 2 Double-click **Network and Internet Connections**. 3 Double-click **Network Connections**. 4 If the computer is connected via Ethernet cable to the network, right-click **Local Area Connection** (LAN). 5 If the computer is using a wireless connection, right-click **Wireless Network Connection**. 6 Click **Properties**. In the dialog box that opens, check to ensure that TCP/IP is listed and selected. 7 If TCP/IP is not listed, click **Install**, **Protocol**, and then **Add**. In the dialog box that appears, select **Internet Protocol (TCP/IP)**. 8 If TCP/IP is listed and checked, highlight it and click **Properties**, then select **Obtain IP address automatically** and **Obtain DNS server address automatically**. 9 All computers should be set identically.

Table 5: Common Troubleshooting tips for Network Connection Issues

Question/Issue	Probable Cause	Answer/Resolution
Why is the Network connection light off?	• Windows Vista.	To ensure your network is set up properly for TCP/IP: 1 Click **Start**, and then select **Control Panel**. 2 Click **View network status and tasks** under **Network and Internet**. 3 In the left pane, click **Manage Network Connections**. 4 If the computer is connected via Ethernet cable to the network, right-click **Local Area Connection** (LAN). 5 If the computer is using a wireless connection, right-click **Wireless Network Connection**. 6 Click **Properties**. In the dialog box that opens, check to ensure that Internet Protocol Version 4 TCP/IP4 is listed and selected. 7 If TCP/IP is not listed, click **Install**, **Protocol**, and then **Add**. In the dialog box that appears, select **Internet Protocol (TCP/IPv4)**. 8 If TCP/IP is listed and checked, highlight it and click **Properties**, then select **Obtain IP address automatically** and **Obtain DNS server address automatically**. 9 All computers should be set identically.
	• Check the network NetBIOS properties.	Check that each computer on the network has TCP/IP advanced network properties set to Enable NetBIOS over TCP/IP. All computers should be set identically.

Table 5: Common Troubleshooting tips for Network Connection Issues

Question/Issue	Probable Cause	Answer/Resolution
Why is the Network connection light off?	• Windows XP.	To ensure your network has the correct NetBIOS set up: 1 Click **Start**, and then select **Control Panel**. 2 Double-click **Network and Internet connections**. 3 Double-click **Network Connections**. 4 Double-click your default network connection. 5 **Local Area Connection** for wired networks. 6 **Wireless** for wireless connections. 7 Click **Properties**. 8 Highlight **Internet Protocol (TCP/IP)**. 9 Click **Properties**. 10 Click **Advanced**. 11 Click the **WINS** tab. 12 NetBIOS settings are found at the bottom of the dialog box. Make sure that the **NetBIOS** setting is *not* set to **Disable NetBIOS over TCP/IP**.

Table 5: Common Troubleshooting tips for Network Connection Issues

Question/Issue	Probable Cause	Answer/Resolution
Why is the Network connection light off?	• Windows Vista.	To ensure your network has the correct NetBIOS set up: 1 Click **Start**, and then select **Control Panel**. 2 Click **View network status and tasks** under **Network and Internet**. 3 In the left pane, click **Manage Network Connections**. 4 Right-click your default network connection. 5 **Local Area Connection** (LAN) for wired networks. 6 **Wireless Network Connection** for wireless connections. 7 Highlight **Internet Protocol Version 4 (TCP/IP)**. 8 Click **Properties**. 9 Click **Advanced**. 10 Click the **WINS** tab. 11 NetBIOS settings are found at the bottom of the dialog box. Make sure that the **NetBIOS** setting is *not* set to **Disable NetBIOS over TCP/IP**.

Troubleshooting Tips for Webshare

Table 6: Common Troubleshooting tips for Webshare

Question/Issue	Probable Cause	Answer/Resolution
Why cannot I share my album? Server users can create albums, but not share them.		Detailed information is available in the Online User's guide.
Why cannot a visitor add photos? They need space allocated.		Detailed information is available in the Online User's guide.
How do you set up an E-mail address for a Home Server user?		Detailed information is available in the Online User's guide.
What is the difference between photos in Shared Folders and photos in Webshare?		Detailed information is available in the Online User's guide.
How to add photos from your photos shared folder to your webshare.	Cannot access/browse server shares from the photo selector.	1 Use the photo loader, on the left hand side to browse Network Neighborhood (XP PCs) or Network (Vista PCs). 2 If your server shared folder does not show up in this list, then use the desktop shortcut to access shared folders on the server, right click on the **shared folder** you wish to use, and click on "**map network drive**". 3 The next time you use the photo loader, browser to my computer and select the drive previously mapped.

Table 6: Common Troubleshooting tips for Webshare

Question/Issue	Probable Cause	Answer/Resolution
How do you make webshare work in the home?	Once remote access is setup and you have a custom domain name, frequently urls that look something like https://{your domain name}/Webshare/ will be used. For many internet service providers, this can cause problems and occasionally even redirect you to your home network router or modem.	To work around this: 1 Replace the {your domain name} section of the URL address with the local name of your server (the default is "hpserver"). 2 In addition to removing common network issues, this will also perform faster.
Why am I getting a certificate error?		If you access your HP MediaSmart server from a computer that is not being backed up by the server, you will get a warning about the server's security certificate whenever you access any of its https:// URLs. The reason is that the server issues its own security certificate, and since it is not an official Certificate Authority, your web browser issues the warning or error message. You may ignore the warning or error message and continue to the HP MediaSmart server's web pages.
Upload Photos requires ActiveX control to be loaded		Detailed information is available in the Online User's guide.
Alternately, you can use non-ActiveX.		Add photos to your album.

Table 6: Common Troubleshooting tips for Webshare

Question/Issue	Probable Cause	Answer/Resolution
Clicking on photo Webshare on CC Does Not Open	No Default Browser.	Select a default browser or reboot PC.
Webshare administrator cannot delete Visitor account.	Added visitor as User in WHS Console.	Add the visitor in webshare instead on in the Admin Console.
Visitor can create a photo album and add pictures but the album doesn't display.	Visitor does not have auto-approve rights.	This is expected behavior for a Webshare Visitor who has permission to add photos. The photos must be approved by a Webshare administrator before they will display in the photo album.
Visitor can create a photo album and add pictures but the album doesn't display the pictures.	Visitor does not have auto-approve rights.	This is expected behavior for a Webshare Visitor who has permission to add photos. The photos must be approved by a Webshare administrator before they will display in the photo album.
Visitor cannot download pictures and sees a message telling them that they cannot download pictures.	Visitor does not have download rights.	Downloading permissions are set by the Webshare administrator.
Visitor cannot add pictures and sees a message telling them that they can't add pictures.	Visitor does not have add rights.	Permission to add pictures to photo albums are set by the Webshare administrator.

Table 6: Common Troubleshooting tips for Webshare

Question/Issue	Probable Cause	Answer/Resolution
Visitor has created an album (or albums) and wants to delete the album but cannot.	Visitors do not have delete album rights.	Visitor should delete the photos from the file. The Webshare administrator has permissions to delete photo albums.
Visitor has changed their password in Webshare to nothing (using "Change Password" link). Now they can't log into Webshare. They are getting a message about their password being incorrect.	The Webshare admin has edited the Visitor's password.	There is an option on the Webshare login page to obtain a new password.
Webshare Visitor or Administrator is selecting URL from address field in web browser and after login the page that opens cannot be closed without closing the entire application.	Browser remembers previous credentials.	Type IP into browser address field, (e.g. www.192.168.1.103) and save the login page as a Favorite.
Webshare user is unable to log out of Webshare.	No logout option, Browser remembers credentials.	There is no logout screen for Webshare. Closing the browser will log out the user if credentials not saved.
Trouble uploading large files to webshare.	May keep timing out.	Give directions for configuring FTP functionality of imbedded 2003 Server.

Table 6: Common Troubleshooting tips for Webshare

Question/Issue	Probable Cause	Answer/Resolution
Clicking on Photo Webshare on CC causes command error.	Unknown.	Click **OK** on error and attempt to open Photo Webshare again.
Browser cannot display the page when accessing through URL.	• UPnP disabled. • Websites are turned off. • Multiple DHCP devices are on the network. • Accessing the server through the URL while behind the same router has known issues. • Upnp not supported by router.	• Enable UPnP. • Turn Websites on. • Verify that there is only one DHCP server on the network - VOIP devices often are DHCP servers. • Access the server through the local name (Photo Webshare in CC) and use the URL when outside the network. • Enable port forwarding for ports 80, 443, and 4125 to the server's IP address.

Troubleshooting Tips for Other Issues

Table 7: Common Troubleshooting tips for Other issues

Question/Issue	Probable Cause	Answer/Resolution
How to find the server software and firmware information.	The Hardware Status page contains information about your HP MediaSmart Server, such as the software and BIOS version.	1. At the computer, double-click the Windows Home Server icon 🟢 in the task tray. 2. Log on to the Windows Home Server. 3. On the Windows Home Server Console, click the **Settings** tab 🔧, and then click **Hardware Status** in the left panel.
3.The first backup is taking a long time.		Your initial PC backup could take several hours, depending on how much data you have on your computer. Subsequent backups will go much faster since only the data that has changed is copied to the server.
What are optimum data throughput speeds for different network interfaces?		Depending on the network interface your computer uses, you will experience different rates of data transfer to your server. Network Interfaces are described in terms of their ideal maximum speed, but many factors can affect the actual data transfer speeds you will experience. For example, your optimal wireless transfer speed will be reduced depending on the type of security and encryption you have enabled on your wireless network and by the amount of other work your computer and server are performing at the same time.
What are optimum data throughput speeds for different network interfaces?		• Gigabit Ethernet—1000mbps/125MBs. • Fast Ethernet—100mbps/12.5MBs. • Wireless N—600mbps/75MBs. • Wireless G—54mbps/6.75MBs. • Wireless A—54mbps/6.75MBs. • Wireless B—11mbps/1.375MBs.

Troubleshooting Tips for Other Issues

Table 7: Common Troubleshooting tips for Other issues

Question/Issue	Probable Cause	Answer/Resolution
Ideal Minimum time to transfer a 1GB file for different network interfaces?		• Gigabit Ethernet—8s. • Fast Ethernet—1min 20s. • Wireless N—13.3s. • Wireless G—2min 28s. • Wireless A—2min 28s. • Wireless B—12min 7s.

Troubleshooting Tips for Internet Router Configuration

Table 8: Common Troubleshooting tips for Internet Router Configuration

Question/Issue	Probable Cause	Answer/Resolution
How do I manually forward port on my router?		Detailed information is available in the Online User's guide.
Why did URL not work?	DNS has not updated.	Wait 10 minutes for DNS to update.

Troubleshooting Tips for iTunes

Table 9: Common Troubleshooting tips for iTunes

Question/Issue	Probable Cause	Answer/Resolution
iTunes aggregator does not appear to be working.	• No music in iTunes library.	• Add music to library. • Check C:\Program Files\Hewlett-Packard\Media Aggregator.txt.
	• Accounts may not match or guest account disabled.	• Fix account synchronization. • Enable guest account.
Song selection from the server is not updating with new additions.	Server has not refreshed yet.	• Wait for the Server to synchronize. • Click on eject button on the Server bar.
Podcasts not showing in playlist.	Podcast will not show in playlist.	Podcasts copied over will not show in playlist for server.

Troubleshooting Tips for Upload Photos

Table 10: Common Troubleshooting tips for Upload Photos

Question/Issue	Probable Cause	Answer/Resolution
Unable to upload images.	• Installs may be blocked by browser security.	• Click to enable download/install at top of browser.
	• Just inserted the drive while Upload photo was loading.	• Reinsert the thumb drive.
	• Pop up blocker blocked install.	• Disable pop up blocker, or enable pop ups for the URL.
	• ActiveX is disabled.	• Enable ActiveX.
	• Not using Internet Explorer.	• Use Internet Explorer.

Troubleshooting Tips for Microsoft

Table 11: Common Troubleshooting tips for Microsoft

Question/Issue	Probable Cause	Answer/Resolution
Server low on space.	Clean out unused files.	Earmark backups for deletion and 'clean now', delete unused docs from Shared Folders.
Cannot connect to server shares.	• A duplicate device exists on the network. • User names and passwords do not match.	• Verify that there is no device on the network named "server". • Create a user on the server whose name and password match the user on the PC.

Troubleshooting Tips for E-Mail.

Table 12: Common Troubleshooting tips for E-Mail

Question/Issue	Probable Cause	Answer/Resolution
Why do I need E-mail address for visitors and Home Server users?		Webshare has a notification mechanism that uses E-mail to share photos with others. In order for Webshare to send E-mail and notify other users or visitors, you must configure and enable webshare E-mail notification in the administrative console. TZO E-mail is strongly recommended whenever TZO domain names are being used, but SMTP E-mail can also be used for E-mail notifications.
Why do I need to set-up Webshare notifications?		Webshare has a feature to send E-mail notifications whenever items are shared with others, and the E-mail addresses of these users is required. It is recommended that visitor accounts always use the same E-mail as the user name, as opposed to having a different user name than the E-mail address of a visitor (which can add confusion for visitors). E-mail for Home Server users must be set up separately within Webshare, as there is no other location that uses the E-mail address of Home Server users.
How do I find what my SMTP server is?		Contact your internet service provider to find your SMTP E-mail settings. Many service providers provide these settings as part of their E-mail setup instructions for users. However, occasionally some ISPs do not provide SMTP E-mail services. For these situations, some free E-mail accounts also provide SMTP access.
Do I need to do an SMTP E-mail configuration?		If you are not using TZO domain services, then SMTP is required to use any webshare E-mail feature. TZO E-mail and domain services are a package, and for most situations it is recommended that you use both together or neither.

Table 12: Common Troubleshooting tips for E-Mail

Question/Issue	Probable Cause	Answer/Resolution
If you have chosen to use your own E-mail provider to send Photo Webshare announcements and these E-mail announcements have not been received by the people on your lists.	• Ensure that SMTP server information is correct. • Check that you enabled E-mail notification for the group.	• SMTP: contact your ISP to insure the information you entered is correct. • Check that the persons who have not received the E-mail are in the correct group.
Emailed link not opening.	Website Connectivity Not On	Turn on Website Connectivity.
E-mail is not received.	Wrong E-mail address entered.	Verify that the correct E-mail address was entered.

Troubleshooting Tips for iTunes

Table 13: Common Troubleshooting tips for iTunes

Question/Issue	Probable Cause	Answer/Resolution
iTunes aggregator does not appear to be working.	• No music in iTunes library. • Accounts may not match or guest account disabled.	• Add music to library. • Check C:\Program Files\Hewlett-Packard\Media Aggregator.txt. • Fix account synchronization. • Enable guest account.
Song selection from the server is not updating with new additions.	Server has not refreshed yet.	• Wait for the Server to synchronize. • Click on eject button on the Server bar.
Podcasts not showing in playlist.	Podcast will not show in playlist.	Podcasts copied over will not show in playlist for server.

Troubleshooting Tips for Media Streaming.

Table 14: Common Troubleshooting tips for Media Streaming

Question/Issue	Probable Cause	Answer/Resolution
Why my files do not show up on DMA?		Digital Media Adapters (DMA, or Digital Media Receivers - DMR) use the Universal Plug 'n Play (UPnP) protocol to automatically discover Digital Media Servers (DMS). The HP MediaSmart Server uses Windows Media Connect 2.0 (WMC) as its DMS. In order for a DMA to discover the HP MediaSmart Server and access its content, WMC must be enabled. WMC defaults to being disabled; it is automatically enabled for all DMAs when the server administrator selects one or more of the three media shared folders (Music, Photos and Videos) for media sharing. On your DMA, you should then see the HP MediaSmart Server listed as: \<YourServerName\>: 1 : Windows Media Connect Note that some DMAs aggregate the content from all DMSs into a single view; in such a case you may not be able to identify each DMS individually.

Table 14: Common Troubleshooting tips for Media Streaming

Question/Issue	Probable Cause	Answer/Resolution
Why my files do not show up on DMA?	• Once WMC has been enabled to share a shared folder, it continually monitors the folder for new files.	1 Open the **Control Center** on one of your home PCs 2 Select the **Tools** tab at the bottom 3 On the Tools tab, click on the **Home Server Console** (HSC) icon 4 On the HSC password screen, type in the Administrator's password 5 When the HSC comes up, click on the **Settings** button near the top right 6 In the left pane of the Settings panel, select **Media Sharing** 7 In the right pane of the Settings panel, you must now select at least one of the shared folders for sharing by selecting the On radio button. 8 Click **Apply** 9 This will automatically start WMC, which will then share all of the files in the selected shared folders.

Table 14: Common Troubleshooting tips for Media Streaming

Question/Issue	Probable Cause	Answer/Resolution
Why my files do not show up on DMA?	If your DMA does not display WMC from the HP MediaSmart Server, or none of your files are found by the DMA.	Verify 1 Check that WMC is enabled (use the above steps to get to the Media Sharing settings, and verify that at least one of the shared folders is On) 2 Check that the HP MediaSmart Server and DMA are both connected to the same home network (a router or firewall between them could interfere with the discovery and content sharing protocols) 3 Restart the DMA 4 Restart the HP Media Smart server
	• If some of your files (e.g., files newly copied to the server) are not found by the DMA.	Verify 1 Check that the files were copied to the correct location. Only the Music, Photos and Videos shared folders may be enabled for media sharing. Note that if one of these folders is enabled for media sharing; then all folders below that are also enabled for media sharing. 2 Re-enable the shared folder for media sharing • Go to the Media Sharing Settings panel (see the instructions above for how to get here) • Turn sharing Off for the shared folder with the missing files and select **Apply** • Turn sharing back On for the shared folder and select **Apply** 3 Restart the DMA Restart the HP MediaSmart Server

Table 14: Common Troubleshooting tips for Media Streaming

Question/Issue	Probable Cause	Answer/Resolution
File doesn't appear.	File type may not be supported	May need to convert file to supported type.
Server not showing up.	End-user forgot to turn on Media-Sharing.	Turn on Media Sharing.
Media Files (audio/Video) of supported format aren't seen by device.	Possible naming convention issues.	Double check names on server, make sure they start with a word, and not a number or symbol.

Troubleshooting Tips for DRM

Table 15: Common Troubleshooting tips for DRM

Question/Issue	Answer/Resolution
Why can I play and stream DRM content my home computer but I can not stream it from my HP MediaSmart Server?	The HP MediaSmart Server includes a media server for streaming iTunes music to PCs running iTunes through the house. See the section in the User's Guide on iTunes. For Windows Media DRM (WMDRM) content (protected .wma music and .wmv videos), the HP MediaSmart server does not support streaming of this content to DMAs at this time. Playing (and streaming) of WMDRM protected content requires that the device that is playing the content have a license for the content. When you downloaded the content to your PC, you also received a license to play the content on that PC. If you copy the files to the HP MediaSmart Server, you cannot copy or transfer the license to the server. The server must obtain its own license, and we do not provide for this feature in the current product. What you can do however, is store your protected content on the HP MediaSmart Server. This allows all of the PCs in the home that have a license for the content to play it from the HP MediaSmart Server by accessing it through the network. For example, to add all of the music on your Server to the Windows Media Player library on your PC: 1 Open **Windows Media Player** on your PC. 2 Select **File** -> **Add to Media Library** -> **Add Folder** …. 3 In the Add Folder dialog, type **\\\<YourServerName\Music** and click **OK.** This will add all of the music files in your Music shared folder on the HP MediaSmart Server to your Windows Media Player library. You will then be able to play all of the protected content for which this PC has a license.

Troubleshooting Tips for TZO/DNS

Table 16: Common Troubleshooting tips for TZO/DNS

Question/Issue	Probable Cause	Answer/Resolution
Why did URL not work?	DNS server might not have updated.	Wait about 10 minutes for DNS to update and try again.
What value does TZO domain names provide beyond the Microsoft Live option:		• TZO provides automatic E-mail notifications to Webshare visitors that new photos are available without having to set up an SMTP E-mail server. • Some broadband ISPs block Port 80 which is required for easy remote access. The TZO service allows you to obtain easy remote access even if Port 80 is blocked. • With the Microsoft domain name, if you don't already have a Microsoft Live account, you'll have to set that up. • With TZO custom domain name option, you can get your own domain name (e.g., smithfamily.com). • TZO customer support and troubleshooting.