

Chapter 6

Troubleshooting

Preparation

The following **tools** are recommended:

- ▶ A laptop with an Ethernet port and a serial port
- ▶ A router with at least four ports
- ▶ At least three tested Cat5e or Cat6 patch cables
- ▶ Null modem serial cable

The following equipment is optional, but useful and can save time.

- Kaleidescape Remote
- Blu-ray Disc, DVD and CD
- Portable display
- AC Socket tester

The following information and access can be required to troubleshoot Kaleidescape Systems.

- Serial number of at least one component in the Kaleidescape System, preferably the server
- Access to the back of the Kaleidescape equipment

Troubleshooting Guide

The following tables provide information to troubleshoot most common problems encountered during installation.

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Troubleshooting Power

Problem	Probable Cause	Solution
The front panel does not glow when power is applied.	1. Power source is not turned on or there is a loose power connection.	Check that the power source is turned on and power cables are secure. Verify the socket is live by using a socket tester.
	2. The component is in standby mode.	Use the ON button on a remote control to exit standby mode and turn on the player. If a remote is not available, press the POWER button on an M500 Player, Music Player, Mini System, 1U Server or 3U Server.
	3. No contact between front panel and chassis.	Clean contacts and reseal the front panel. Press the POWER button to verify that the front panel is not defective or that contacts have failed.

Troubleshooting Amber Lights

Problem	Probable Cause	Solution
Front panel glows amber, and the network link and activity status lights are not on.	Component is not connected to network.	<ul style="list-style-type: none"> Verify that Ethernet cables are properly terminated. Check that correct connector is used with the cable type (stranded or solid conductor). Verify that Ethernet cables are connected to a switch. Check that the switch is turned on and functioning properly.
Disk cartridge blue status light blinks.	This indicates the hot spare in a 3U server.	This is normal operation.
The front panel glows amber, and network link and activity status lights are on.	1. Component network connection is not full-duplex or at least 100Base-TX.	Check that the component is connected to a full-duplex 100Base-TX or 1000Base-T switch. Hubs and half-duplex switches are not supported. If used, expect degraded performance or no playback at all.
	2. Component cannot contact a network DHCP server.	Verify that the network DHCP server is functioning properly.

Problem	Probable Cause	Solution
The front panel glows amber, and network link and activity status lights are on.	3. There are no available DHCP addresses.	Configure the network DHCP server with larger IP address range. Be sure DHCP address pool is large enough and does not overlap devices with static IP addresses.
Disk cartridge status light glows solid amber.	1. Disk cartridge is either not seated properly, latch is sticking, or is failing.	Turn off the server, wait 30 seconds for the drive to spin down, then check for sticking latch and reseal the disk cartridge. Be sure the disk cartridge is completely seated, then turn the server back on. Note: If the latch sticks, see article at www.kaleidescape.com/go/latch . If the status light remains amber or unlit after other drives light, the disk cartridge is probably defective and must be replaced. Contact Kaleidescape Support.
	2. Disk cartridge was previously used in another server.	A complete set of disk cartridges can be moved from one server to another server, provided both servers use the same type of disk cartridge and there are enough slots in the destination server for all of the disk cartridges.
	3. Transport disk has completed importing content.	Remove transport disk.
Disk cartridge status light flashing amber.	The hot spare does not have enough capacity to replace at least one of the drives.	Replace the hot spare with a drive with equal or greater capacity than the largest drive in the file system.
Disk cartridge status light does not come on.	Disk cartridge is either not seated properly or is failing.	Turn off the server, wait 30 seconds for the drive to spin down, reseal the disk cartridge, then turn the server back on. If the status light remains unlit after other drives light, contact Kaleidescape Support.
Server front panel alternates between amber and blue.	Network problem.	Contact Kaleidescape Support.

Troubleshooting Problems with the Network

Problem	Probable Cause	Solution
Network status lights are not on.	1. Component has not finished the boot process.	<p>Wait two minutes for component to finish booting. If the component does not boot, contact Kaleidescape Support.</p> <p>Indicators that boot process is complete:</p> <ul style="list-style-type: none"> • 5U Server - disk cartridge status lights all on • 3U Server - disk cartridge status lights all on and hot spare blinks • 1U Server - disk cartridge status lights all on • Mini System - disk cartridge status lights all on • When booting a server, the disk cartridge status lights come on in a sequential pattern. When the boot completes, the front panel blue glow dims.
	2. Network cable is defective or not connected.	Check cable termination and seating. Check with known good network cable.
	3. Switch port is faulty.	<p>Reboot the switch. Test with a known good switch. Move cable to known good port.</p> <p>A simple router can be a good tool for diagnostics. Use the router and bypass the home network to determine that the Kaleidescape System works correctly. Then proceed with network troubleshooting.</p>
	4. Server is powered off.	Turn server on.
Component does not show up on COMPONENTS tab of the browser interface.	1. Component is powered off.	Turn component on.
	2. Network cable is not connected properly.	Check cable termination and seating.
	3. More than one DHCP server is issuing IP addresses.	Verify that there is only one DHCP server on the network.
	4. No DHCP server or no available IP addresses.	Verify there is a DHCP server and that the DHCP server has available IP addresses in the DHCP range. (The DHCP server is usually in the router.)

Problem	Probable Cause	Solution
Component does not show up on COMPONENTS tab of the browser interface.	5. Incorrect network settings.	<ul style="list-style-type: none"> Make sure all settings are correct. Check the list of Kaleidescape devices by entering my-kaleidescape/lskd.html into the browser. This procedure will confirm if the IP address settings are correct. Network settings might have to be changed through the serial port. Refer to the article at www.kaleidescape.com/go/set-network-settings.
	6. Network divided with VLANs.	Check network settings to make sure all Kaleidescape devices are on the same segment (or VLAN).
	7. Incorrect KEAOS version.	KEAOS 4.0.0 or better is required for M-Class players. Note: To find current version, refer to the article at www.kaleidescape.com/go/keaos-version .
	8. Duplicate IP address.	<ul style="list-style-type: none"> Check on DIAGNOSTICS tab for duplicates. Change the IP address on the device causing the conflict. This device is very likely newly added to the network. For example, a new print server is added to the network at the same address as a Kaleidescape component.
	9. Components not assigned to the same group.	Verify that components are properly assigned to groups. Open the installer pages of the browser interface and select the GROUPS tab, then verify that groups are assigned correctly.
	10. Managed switch configuration.	Verify that ports are set up correctly in the switch configuration.
Onscreen display error message. “This player cannot access your library. Check that all components are running and your network is functioning properly.”	1. Insufficient bandwidth for playback	Test by playing back <i>Kalahari</i> , <i>One Six Right</i> , or a Blu-ray movie, as this content requires the most bandwidth. Verify that wiring and switch are 1000Base-T.
	2. Faulty switch/router	Fix or replace switch.
	3. Using a hub	Replace hub with 1000Base-T switch.
	4. Bad import	Check to see if playback stops at the same point in a movie every time. If this is the case, delete the movie (use the browser interface to put the movie into the trash can, then delete permanently), and re-import.
	5. Network cable	Check for poor termination.

Problem	Probable Cause	Solution
Server is offline/not communicating with Kaleidescape.	1. Internet connection is down.	Contact the Internet service provider.
	2. Incorrect DNS	Change to a valid DNS server.
	3. MTU (Maximum Transmission Unit) size	This setting can usually be changed in the router.
	4. Incorrect or missing network settings (default gateway, subnet mask, DNS servers)	Use DHCP reservations instead of static IP address, or connect a laptop wired to the same cable as the server and verify the laptop can access the Internet. Get the network settings for the laptop using the ipconfig command in the command prompt screen (Start, Run, Command). Use the default gateway, subnet mask, and DNS servers listed for the Kaleidescape server on the COMPONENTS page of the browser interface. If using a Mac, use ifconfig in a terminal window.
	5. Server not powered on.	Power on the server. If the server does not appear to be booting, retrieve diagnostic information from the server and send to support@kaleidescape.com . Refer to the Quick Reference Guide at www.kaleidescape.com/go/diagnostic-info .
	6. Server cannot boot.	Retrieve diagnostic information from the server and send to support@kaleidescape.com . Refer to the Quick Reference Guide at www.kaleidescape.com/go/diagnostic-info .
	7. Router is faulty or powered off.	If the router is powered on, try resetting. If the router comes on, but the problem reappears frequently, the router should be replaced.
Connection is half-duplex.	1. Hub used	Replace hub with 1000Base-T switch.
	2. Using incorrect network cable	Check that Cat5e or Cat6 cables are used for all network connectors.
	3. Switch is set up incorrectly.	If the switch is managed, verify that all ports are set to allow for a 100Base-TX/1000Base-T full-duplex connection.
100Base-TX connection established between 1000Base-T components.	Not all pairs were used when terminating the Cat5e/Cat6 cable.	Terminate using all eight wires. A 1000Base-T connection requires that all 4 pairs be terminated.

Problem	Probable Cause	Solution
Duplicate IP address Note: Check DIAGNOSTICS tab to identify duplicates.	1. The static IP address assigned is within the DHCP range.	Either change the DHCP range on the DHCP server (usually the router), or change the static IP address to be outside the range. Be careful not to set IP address to the same IP address as another static device.
	2. Two DHCP servers on the same network.	Eliminate one of the DHCP servers or consult an IT professional to ensure the network is configured properly.
	3. Two devices assigned the same static IP address.	Change the IP address on the device causing the conflict. This device is very likely newly added to the network.
Cannot resolve hostnames with DNS.	1. Incorrect DNS setting	Change DNS setting to a known good setting.
	2. DNS server is not resolving correctly.	Change DNS setting to a known good setting.
Disc menu does not recognize the player connection to the Internet when trying to use BD-Live.	Network setting	Open the browser interface, select the COMPONENTS tab, click the SETTINGS button for the M-Class player, select the NETWORK tab. Verify that ALLOW INTERNET ACCESS is selected. If a static IP address is set, verify the default gateway, subnet mask, and DNS servers.

Troubleshooting Problems with the Browser Interface

Problem	Probable Cause	Solution
Cannot access the browser interface.	1. Server is not powered on.	Verify that the server is powered on.
	2. Not using the correct access URL for a Mac.	For Mac, use http://my-kaleidescape.local or http://my-kaleidescape.local/installer or ks- followed by the server twelve-digit serial number; for example, http://ks-00001000040b.local/installer or use the IP address of the server found on the System Summary page on the onscreen display. Note: If browser interface still does not appear, see Accessing the Browser Interface on page 63 .
	3. The network connection is failing for the computer or server.	Check network connections for the computer and the server. Connect a laptop to each cable and open a different web page (so page is not loaded from cache). If the page fails to load, troubleshoot the network.
	4. Network is set up so that System URL on the Kaleidescape browser interface cannot be opened.	Refer to Network Requirements on page 153 for instructions on checking and updating computer network settings to allow the web browser access to a Kaleidescape system. or Use the IP address of the server found on the System Summary page on the onscreen display.
	5. Server connected to a router that hides the server from the PC.	Use a switch to connect the server to the site network, or connect the PC to the router.
When trying to access the browser interface, redirected to Kaleidescape website or get 404 error.	NetBIOS is required to view the URL http://my-kaleidescape but is frequently blocked by firewalls and other protective software.	Use the IP address of the server as address for the browser interface. For example, if the server IP address is 172.16.31.1 , access the browser interface at http://172.16.31.1 . The simplest method to get the current IP address of the server is look at the System Summary on the onscreen display. If using DHCP, this IP address can change over time. See Network Requirements on page 153 .

Problem	Probable Cause	Solution
Information in browser interface does not match the system.	1. Multiple Kaleidescape Systems are set up on the local network and using the same System URL.	Use address http://ks-[server_serial_number]/installer to open the installer pages of the browser interface, select the PREFERENCES tab to change the System URL. Note: If NetBIOS does not resolve, use the server IP address.
	2. Components are not powered on and therefore do not appear on browser interface.	Check power and connectivity.
	3. There are multiple Kaleidescape servers and groups are assigned incorrectly.	Verify the group assignments on the GROUPS tab on the browser interface.
Control panels in the browser interface do not control the player.	Latest version of Java is not installed.	Enable Java in the web browser or go to www.java.com to download the latest version. The download process verifies that Java is running and installed before updating.
Browser interface is running slowly.	Mismatched IP addresses	Open the COMPONENTS tab in the browser interface, click the SETTINGS button for the component, select NETWORK tab and make settings changes, then reboot the applicable component. Browser interface will load slowly until the change takes place; however, loading http://my-kaleidescape/lskd.html will not be slow. Use this page to verify the settings of each Kaleidescape components.

Troubleshooting Problems with Imports

Problem	Probable Cause	Solution
CD, DVD or Blu-ray Disc fails to import (possibly ejecting).	1. Disc is not a CD, DVD or Blu-ray Disc, contains computer data, or was inserted with label down. IMPORT tab message: "Disc is not a DVD or music CD"	Verify that the disc is a movie or album and is face up in the tray.
	2. Disc has already been imported IMPORT tab message: "Disc already imported"	Movie or album has already been imported. If not on the list view, check the trash can and parental control settings.
	3. Disc is dirty, scratched, or flawed. IMPORT tab message: "Problem reading disc"	Check the disc for surface defects and clean if necessary. <ul style="list-style-type: none"> • Clean disc by wiping from the center of the disc outward. Do NOT wipe around the surface in a circular motion. • Try another copy of the movie or album.
	4. Server has a failed disk drive or is rebuilding the disk array. Imports are disabled during a rebuild.	<ul style="list-style-type: none"> • Check the browser interface to see if a disk is rebuilding. • A rebuild can take 24–48 hours depending on the amount of content on the drive. Confirm that the browser interface does not show that a drive is rebuilding or a drive is missing or failed, then try importing content.
	5. Disc import is disabled for a player.	Open the COMPONENTS tab in the browser interface. Change the Import setting to allow imports.
	6. System is not licensed for both movies and music.	Contact Kaleidescape Support for movie and music license information.
	7. Server is full.	Go to the HOME page of the browser interface or System Summary on the onscreen display to check available capacity of the server.
	8. Drive failure.	Contact Kaleidescape Support.

Problem	Probable Cause	Solution
CD, DVD or Blu-ray Disc fails to import (possibly ejecting).	9. Disc is poorly authored.	<ul style="list-style-type: none"> Use the Kaleidescape loan process to send the disc for processing. For more information go to www.kaleidescape.com/loan. See list of poorly authored DVDs at www.kaleidescape.com/go/poorly-authored-dvds.
	10. Disc cannot be imported. IMPORT tab message: "DVD/Blu-ray Disc cannot be imported"	Use the Kaleidescape loan process to send the disc for processing. For more information go to www.kaleidescape.com/loan .
	11. Server restarted IMPORT tab message: "System restarted during import"	Try importing again.
	12. DVD region does not match the region setting of the player. IMPORT tab message: "Disc is a region xx DVD"	<p>Change DVD region setting for the player.</p> <p>Open the COMPONENTS tab in the browser interface, click the SETTINGS button for the player, select the REGIONS tab, and make region settings change to match the region on the DVD.</p> <p>Region Setting Can Only Be Changed 4 Times.</p> <p>Note: If content from two regions is imported frequently, use two players, each set to a different region. The TV must support the output format of the disc to play the content, PAL or NTSC.</p> <p>(Blu-ray Discs for any region can be imported with any player; however only discs from the region that matches the player can be played. This is the opposite from DVD. With DVD, the region code must match the player to import a DVD. Once imported, the disc can be played from any player, regardless of the region code.)</p>
	13. Blu-ray Disc is not encrypted.	M-Class players can play but cannot import non-AACS content at this time.
	14. Blu-ray Disc contains AVCHD content.	M-Class players cannot play AVCHD content at this time.
15. User ejected the disc. IMPORT tab message: "Eject button pressed"	Some imports take a long time because of the authoring method. Try importing again and leave in the tray until import is complete.	

Problem	Probable Cause	Solution
DVD import takes longer than about 30 minutes per disc or Blu-ray Disc takes longer than about 60 minutes per disc (average speed).	1. Network fault between player and server.	Verify there are no network disconnects or faulty Ethernet cables and slow switches, and that the network is active.
	2. DVD is poorly authored.	These DVDs can take several hours to import. Do not eject the disc until the import is complete. If ejected prematurely, all import progress is lost.
	3. Disc is dirty, scratched, or flawed. IMPORT tab message: "Problem reading disc"	Check the disc for surface defects and clean if necessary. <ul style="list-style-type: none"> • Clean disc by wiping from the center of the disc outward. Do NOT wipe around the surface in a circular motion. • Try another copy of the movie or album.
	4. Too much network traffic.	<ul style="list-style-type: none"> • If the server network connection is operating at 100Base-TX, stop movie playback from some players or stop importing some DVDs. • Put the M-Class player and server on a 1000Base-T network to improve Blu-ray import speed.
Import fails with a Bulk Loader or Speed Reader.	1. Bulk Loader does not support the disc format.	Try the disc in a different Kaleidescape component.
	2. Changer must be reset.	Reset the changer. See the article at www.kaleidescape.com/go/reset-bulk-loader .
	3. Import stopped after an hour on the Speed Reader. IMPORT tab message: "Import skipped after 1 hour"	Disc was poorly authored. Try importing again with the timeout set to 6 hours, or try importing with a different Kaleidescape component.

Troubleshooting Problems with Audio & Video

Problem	Probable Cause	Solution
No audio	1. Audio cables loose or disconnected.	Check audio cable connections and terminations.
	2. Wrong audio source selected	Verify that the audio system is set to play Kaleidescape audio.
	3. Playing back a DTS audio track with a non-M-Class player while using the stereo analog outputs or HDMI	<ul style="list-style-type: none"> Use one of the multichannel audio outputs (optical, coaxial, or HDMI connected to multichannel receiver) <p>If using HDMI and connected to multichannel receiver, set HDMI audio output preference to MULTICHANNEL.</p> <ul style="list-style-type: none"> Or set the preferred audio track to something other than the DTS. <p>Open the COMPONENTS tab in the browser interface, click the SETTINGS button for the component, select the AUDIO tab, and make audio settings changes.</p>
	4. Error in the control system programming	If using a controller with the Kaleidescape system, check controller programming and connections.
	5. Home-authored content	Some home-authored content can contain video but no audio. Refer to the article at www.kaleidescape.com/go/home-movies .
	6. Using optical, coaxial, or analog output for an M-Class player when playing a movie, and HDMI audio decode mode is set to BITSTREAM-PASSTHROUGH	<ul style="list-style-type: none"> Open the COMPONENTS tab in the browser interface, click the SETTINGS button for the M-Class player, select the AUDIO tab, and set the HDMI audio decode mode to PLAYER DECODE. Listen to audio through the HDMI connection.
No audio in multiple zones	1. Zones not set correctly	Verify that the zone to be controlled is the zone that is actually being controlled.
	2. Using optical coax, or analog output of an M-Class player when playing a movie and HDMI audio decode mode is set to BITSTREAM-PASSTHROUGH	<ul style="list-style-type: none"> Open the COMPONENTS tab in the browser interface, click the SETTINGS button for the player, select the AUDIO tab, and set the HDMI audio decode mode to PLAYER DECODE. Listen to audio through the HDMI connection.

Problem	Probable Cause	Solution
Audio level for movies too low	Setting for number of audio channels is incorrect	If using two speakers with an M-Class player, set the number of audio channels to two channels. Open the COMPONENTS tab in the browser interface, click the SETTINGS button for the player, select the AUDIO tab, and make AUDIO settings changes.
No video	1. Video cables are loose or disconnected	Check video cable connections. HDMI cables and related components are a common source of problems. Use known good display to verify the cable connection and signal from the player.
	2. Display does not support current player output.	Check the video modes supported by the display. Open the COMPONENTS tab in the browser interface, click the SETTINGS button for the component, select the VIDEO tab, and make VIDEO settings changes to a supported video mode.
	3. Static IP on player does not match the IP range of the server.	A player set to a static IP address can have a blue glow indicating the player is on the same network as the server but can be on a different subnet. Refer to article at www.kaleidescape.com/go/link-local .
	4. Onscreen display but no video playback	Test the <i>Kalahari</i> HD movie playback. This film is HD but has no HDCP protection. If <i>Kalahari</i> plays back, then the problem is an HDCP issue. The Kaleidescape player likely cannot communicate with the display to verify that content playback is allowed. See the article at www.kaleidescape.com/go/troubleshooting-video .
	5. Home-authored content	Home-authored content which does not follow Kaleidescape guidelines might import but can fail to play back. Refer to the article at www.kaleidescape.com/go/home-movies .
	6. Player is not on the network or not making a connection with the server.	There is no video from a non-M-Class player without a network connection to the server. Follow the troubleshooting steps above. Use known good display to verify the cable connection and the signal from the player.
	7. Wrong source selected.	Verify the source setting is correct on the display, switcher, A/V receiver, or A/V processor.

Problem	Probable Cause	Solution
Video appears distorted or compressed.	Display aspect ratio not set properly	<p>Stop playback.</p> <ul style="list-style-type: none"> Open the COMPONENTS tab in the browser interface, click the SETTINGS button for the component, select the VIDEO tab, and check the media format playback options. Check the aspect ratio settings on the display device or scaler.
Video stalls or stutters.	<p>1. Fault in network path between player and server</p> <p>Note: Does not apply to a Mini System with no external players.</p>	<p>Verify there are no network disconnects or faulty Ethernet cables and slow switches, and that the network is active.</p>
	<p>2. Too much network traffic on a 100Base-TX network</p>	<p>A Kaleidescape server supports simultaneous DVD playback for up to seven players or import for up to three DVDs on a 100Base-TX Ethernet connection. Only one Blu-ray movie can be played from a server using a 100Base-TX connection.</p> <p>Turn off some players, or stop importing some movies, or connect the server to a 1000Base-T Ethernet connection (cable and switch).</p>
	<p>3. HDMI handshake problem</p>	<p>Verify integrity of cables and check connections. Bypass any switchers, baluns, A/V receivers, or A/V processors, and go directly to display. A good test is to connect directly to a known good display and verify stalling does not occur.</p>

Troubleshooting Parental Control

Problem	Probable Cause	Solution
Movies are missing from display.	Parental control is active.	Check the default parental control level of the player. If the player is set to an undesired level this problem will continue until this setting is changed. Change to appropriate level. Enter a passcode if necessary.
	Movie is in the trash can.	Open the MOVIES tab in the browser interface and remove movie from the trash can.

Cannot enter the passcode.	Remote is not programmed correctly.	Program the remote correctly. Kaleidescape components can be programmed with IR codes for a standard Toshiba or Kenwood DVD player.
Numeric keypad is not showing up on the touch panel.	Keypad was not added to the template.	Add keypad to the touch panel template.
Parental control is not working on a specific player.	Default level is set incorrectly for that player.	Check the PARENTAL CONTROL tab on the browser interface to verify that the player is set to the correct level. If AUTOMATIC SAFE LEVEL is selected, the default rating will be displayed in the paragraph on the bottom right of the page.
After entering the passcode, movies are still missing.	1. Wrong passcode	Try again. Note: A forgotten passcode can be changed on the PARENTAL CONTROL tab without knowing the old passcode.
	2. Time out exceeded	Enter the passcode again or extend the timeout on the browser interface.
Parental control menu in onscreen user interface does not list restricted content.	Restricted content is selected to be hidden.	Enter the passcode from any screen on the onscreen display even if the option is not visible.
Cannot determine rating for a movie to make sure the movie is hidden for certain ratings.	Movie is unrecognized and does not have the correct rating.	Temporary solution is edit the rating manually from the MOVIES tab. Permanent solution is to use the Kaleidescape loan process, see www.kaleidescape.com/loan .
Cannot block adult content.	Confusion with how to set up just two levels of parental control when four levels are available.	<ol style="list-style-type: none"> 1. Open the PARENTAL CONTROLS tab on the browser interface. 2. Set a passcode for Restricted content and set the rating to all movies. 3. Next set the rating for The main library to the acceptable movie rating for the whole family. 4. Click OK. <p>If the players are set to Automatic Safe Level, this procedure works for a simple two-level configuration.</p>

Troubleshooting Kaleidescape Conductor

Problem	Probable Cause	Solution
Conductor does not connect.	1. Computer name is too long.	Check computer properties and verify that the computer name is 14 characters or less. Change the name if necessary.
	2. NetBIOS problem.	<ul style="list-style-type: none"> • See Network Requirements on page 153. • Contact Kaleidescape Support.
Conductor does not work on the Mac.	This configuration is not supported.	<p>Conductor is not supported on a Mac. However a Windows emulator such as Parallels Desktop can be used.</p> <p>If an emulator is used, the Windows version of iTunes must be installed because Conductor does not sync with the Mac version.</p>
Cannot sync Conductor on a VLAN through a second router.	Computer uses NetBIOS and NetBIOS does not work across VLANs.	Connect computer to the same LAN as the server.