
Connectivity Procedures

C400 & MC500 Series



This guide was put together for clients as well as technicians testing connectivity between their PlayNetwork C400/MC500/MC550 series players.



FOLLOW THESE STEPS IN ORDER

1. Make sure that the network information set in Serenade is correct (DHCP vs STATIC) and that the I.P address given for a STATIC player is "Private" and not "Public". Make sure there are no typos on the I.P; DNS; Net mask and Gateway numbers entered in Serenade.
2. Please note that a player set for DHCP can only grab an I.P. address from the client's server at boot up. Player must be connected prior to the power being applied.
3. Is there a CAT5 network cable plugged into the network port on the back of the Player?
(Use a straight thru cable, not Crossover)
 - a. If yes, are there lights flashing next to the cable?
4. Trace the cable to make sure it is plugged in to the local network Hub.
 - a. If yes, are there lights flashing next to the cable?
5. Press the QMENU button
 - a. Use the ARROW DOWN button until you see MAIN MENU and press ENTER
 - b. Use the ARROW DOWN button until you see DIAGNOSTICS and press ENTER
 - o record all of the information on the line: use the arrow key down to get to the next line:
 - o Device ID – (must be 6 digits)
 - o I.P. Address (verify DHCP or STATIC appears after the I.P)
 - o SW Version
 - o IP address
 - o Network Type
 - o Time: record date and time
 - o Use the ARROW DOWN button until you see FORCE CONNECT and press ENTER - OR:
6. Press the QMENU button
 - a. Use the ARROW DOWN button until you see MAIN MENU and press ENTER
 - b. Use the ARROW DOWN button until you see DIAGNOSTICS and press ENTER



- c. Use the ARROW DOWN button until you see FORCE CONNECT and press ENTER
- d. Wait for 1.5 minutes. A series of tests is being performed in the background – the player’s screen will go back to displaying the song title and artist.

7. Press the ENTER key

- a. Use the ARROW DOWN button until you see INFO MESSAGES
You will see numbers at the top of the screen – Must be greater than 1 of 10
Each message is specific to a task performed to test the ports and download a flag on the network that the player is part of. Each line will tell you if passed or failed. Use the arrow down button to navigate to the next line.
 1. Generic pass/fail message
 2. S-file server test push port 22
 3. S-file server test pull port 22
 4. Playserver pull port 11024
 5. Playserver PS Content pull 11024 (non-Serenade players)
 6. Playserver push 11024

Note: Depending on the account and/or platform configuration, you may see less than these 6 messages displayed:

- Push: server talking to player
- Pull: player downloading from server
- S-file: Name of the primary Serenade server players grab music and messaging files from.
- Playserver: maintenance server Serenade and non-serenade players log on to for heart beats; status and log requests.

Troubleshooting with a laptop or local PC:

If player is getting a valid IP address, (not 127.0.0.1) but cannot get to either of our servers, on either port, then the "firewall" is probably blocking it. To verify: take a laptop or PC on the same network as the player is connected to (you can grab the player’s cat 5 and plug it into your laptop) and attempt the following from a command prompt (no quotes):

- a. "telnet sfile-production.playnetwork.com 22"
- b. "telnet pscontent.playnetwork.com 11024"

In both cases, if it connects, a blank screen with a flashing cursor will appear.

Ctrl+] (right-bracket) cancels you out to a prompt, where you can type Ctrl+quit to exit.