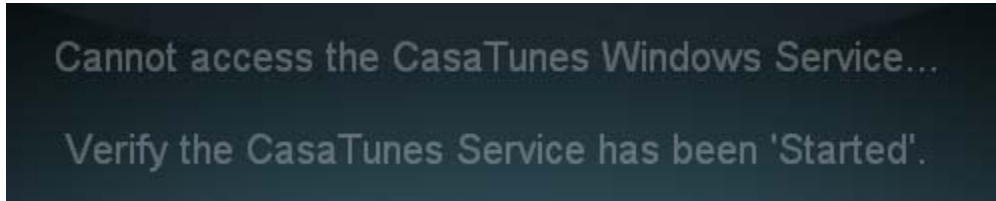


CasaTunes FAQ

Cannot Access the CasaTunes Windows Service

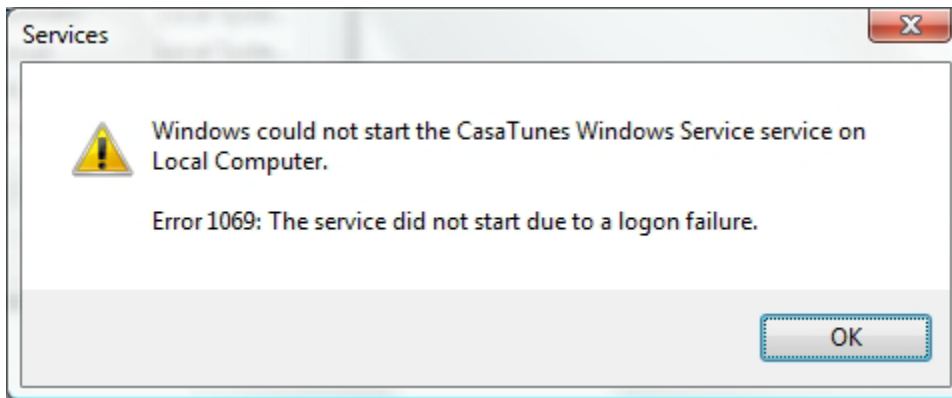
If you receive a message in the browser similar to this one...



it means the CasaTunes Windows Service either did not start, or stopped running unexpectedly. To restart the service:

- Open the Control Panel
- Select 'Administrative Tasks' or 'Administrative Tools'
- Select 'Services'
- Select 'CasaTunes Windows Service'
- Select 'Start'

If you receive the following message, or a similar message, you will need to re-enter the logon credentials.



To re-enter the credentials:

1. From the Services Control Panel applet, right-click on 'CasaTunes Windows Service'
2. Select 'Properties' from the popup menu
3. Select the 'Log on' tab
4. Enter the same username and password you use to log on to your PC (do **not** use 'local system account', this will **not** work)
5. Select 'OK'
6. Select 'CasaTunes Windows Service'
7. Select 'Start'

If the service will not restart, or the service stops after running for a short period of time, you can find out more information on the cause of the failure by examining the Event Viewer Log (also found in the Administrative Tasks/Tools folder) and analyzing the log Events for CasaTunes in the Application Log, or simply contact CasaTunes Support.