

CasaTunes FAQ

How can I find out why the CasaTunes Multi-Room Music Server has stopped running?

Since the CasaTunes Multi-Room Music Server runs as a Windows Service transparently in the background, how do you know if it is working correctly or has encountered any errors?

The first step is to verify whether the CasaTunes Windows Service is running or not. To do this, go to the machine where you installed the CasaTunes software, open the control panel, open the Administrative Tools folder, open the Services control panel applet, select "CasaTunes Windows Service", and verify that the options available are *restart* and *stop*. If you see the option to *start* the service, then the service is no longer running.

The next step is to identify why the service stopped running. To determine this we need to review the CasaTunes Application Event Logs using the Event Viewer control applet. This applet is also found in the Administrative Tools folder, under *Event Viewer*. Open the Event Viewer applet and select the *Application* event log. On Windows Vista, the application event log is located in the *Windows Logs* folder.

You can filter the event log view to include just the *CasaTunes* and *CasaTunes Svc* events. By default these events are shown by date, with the most recent events being displayed first.

You can then review the events to determine what may have caused CasaTunes to stop functioning. There are different types of information displayed, including Errors, Warnings and Informational. When trying to determine the cause of failure you should typically focus on reviewing the Error events.

If you see a whole bunch of errors, chances are that you have either lost communications with the multi-room music system, or you are trying to play music from a music library that is no longer accessible, or it may be related to the music being copy protected using Windows DRM. Although the current version does not support playing copy protected music, the next release of CasaTunes will include DRM support.

If you are using one or more Barix Exstreamer devices and you find the event log includes a series of *socket* related errors in the Application event log, you should stop the Windows Service, turn the power on the Barix Exstreamer devices off and on, and restart the Windows Service. This should correct the problem. If this error happens frequently you should contact CasaTunes Support to further diagnose the issue.

To stop the service, go to the CasaTunes PC, open the control panel, open the Administrative Tasks folder, open the services applet, select the 'CasaTunes Windows Service' entry, and click on *stop*.