

Windows Media Connect Firewall Troubleshooting

Background: Starting with Windows XP Service Pack 2, a very aggressive firewall is included as a standard feature of Windows. This firewall can sometimes interfere with communication between your SoundBridge and the music server on your PC, if it is not configured properly.

When Windows Media Connect (WMC) is installed, the installation process automatically configures the Windows Firewall to allow WMC to communicate with devices like the SoundBridge.

However, we have seen a problem in a couple of cases where the Windows Firewall settings on a user's computer got into a confused state – even though the firewall settings indicated that it was configured to allow WMC to function, it was in fact blocking communication.

The symptom of this problem is that the Windows Media Connect server will not show up in the list of servers on the SoundBridge, even though the two are correctly networked and the WMC server is running.

Diagnosis: Here's how you can test whether this is happening to you. (NOTE: These steps will temporarily disable your Windows Firewall.)

1. Open up Control Panels (on the Start menu)
2. If you're in Category View, select Performance and Maintenance
3. Select Administrative Tools
4. Select Services
5. Scroll down to Windows Firewall/Internet Connection Sharing (ICS) and select that item
6. Click on Stop the service

Okay, now you've temporarily stopped the Windows Firewall. Make sure that you have WMC running and it is properly configured (folder sharing is started under Settings). Now reboot your SoundBridge by removing the power cord and re-connecting it. If your WMC server suddenly appears on your SoundBridge, we've found the problem!

The following steps should fix WMC permanently, but they do involve resetting the Windows Firewall to its default configuration. If you have installed other software that has created exceptions within the Windows Firewall, you may need to reconfigure them as well.

Here's how to fix this firewall problem permanently:

1. Open your Control Panel
2. If you're in Category View, select Network and Internet Connections
3. Select Windows Firewall
4. From the Advanced tab, click the Restore Defaults button
5. Re-activate ping and file / printer sharing (see below) *
6. Re-install WMC (see below) **

* When you restore defaults to the Windows Firewall, it disallows two standard services – ping and file sharing. To reactivate pinging, select the Settings button in the ICMP area of the Advanced tab, check the "Allow incoming echo request" selection, and hit OK. To reactivate file / printer sharing, from the Exceptions tab, check File and Printer Sharing. Now you're done with Windows Firewall settings so hit the OK button to finish.

** The cleanest way to re-install WMC is to first remove it using Add or Remove Programs, and then use the WMC installer to install it again. You can get the WMC installer from the Microsoft web site (if you don't already have it) at:

<http://www.microsoft.com/windows/windowsmedia/devices/wmconnect/default.aspx>