



Networking Issues and Solutions when Using the Roku HD1000 Software version 1.5

This document lists all of the currently known issues that can occur when using the HD1000 with either an Ethernet or a WiFi network. Most of these are rare, and some will only be understandable by a technician. All are included for completeness.

1. Share names longer than 12 characters aren't discovered by the HD1000.

Workaround: Limit share names to 12 characters. The original folder being shared can have a filename that is longer than 12 characters --- on Windows and Linux, you can set the share name to be different from the name as it appears on the disk. On MacOS, it may be necessary to create a new user with a short name of 12 characters or less.

2. Shares with null passwords on Mac OSX 10.x don't always mount on the HD1000.

Workaround: Give your Mac user a non-null password.

3. Different subnets on the same physical network link are not necessarily enumerated by the HD1000.

Workaround #1: Make sure that your DHCP server gives the HD1000 the same subnet as all hosts that you wish to access. This means that the subnet mask and the broadcast address should be the same on the HD1000 as all those servers.

Workaround #2: Set up a WINS server and tell your DHCP server about it. The HD1000 will discover the WINS server, which is one key to browsing across subnets.

4. Shares on Macs with the built-in firewall enabled aren't automounted.

Workaround #1: Tell the Mac to "Allow SMB (Without Netbios) (445)". Refer to the Mac Sharing document at <http://www.rokulabs.com/support> for more information.

Workaround #2: Turn off the firewall. We recommend that anyone who turns off their host firewall has another firewall on their network as well as password protecting any wireless access points.

5. SMB filesystem doesn't support files over 2GB.

Workaround: For large movie files, split the file into alphabetical segments smaller than 2GB.

6. When the HD1000 has problems with a USB wireless adapter, the user feedback doesn't explain that changing the adapter can solve the problem.

Workaround: USB WiFi adaptor vendors sometimes switch chips they use in manufacturing. This can cause an adaptor to stop working with the HD1000. The solution is to switch to another adaptor.

7. HD1000 doesn't recover from DHCP lease expiration.

Workaround #1: Use MAC-based IP address allocation that doesn't expire.

Workaround #2: Set your expiration date to be as long as possible.

8. Wireless network names containing spaces do not work.

Workaround: Rename the wireless network to a name that does not contain a space.

9. Wireless network fails to return after reconnection.

If you unplug a running wireless network adapter from the USB 1.1 socket, and then several seconds later reconnect it, the network will fail to come alive.

Workaround: Reboot the HD1000 after doing this (hold standby button down for 5 seconds).

10. Networking doesn't work unless the HD1000 gets an IP address from a DHCP server.

Workaround #1: Use a DHCP server. Most home routers have them built in.

Workaround #2: Using the serial console on the HD1000, manually set the IP address.

11. Firewall security systems cause HD1000 to not see shares. (specifically McAfee and Norton firewall software)

Workaround: Turn off the offending firewall.

12. Samba performs incorrect character set mapping

Special characters such as those with accents are incorrectly mapped by Samba. As a result, pathnames containing these characters are inaccessible by the HD1000.

Workaround: Rename files or directories such that they do not contain improperly-mapped characters.

13. DHCP server in MacSense MIH-130A router has problems with the HD1000. (hangs while in Network Shares dialog).

Workaround: This router is not supported. Try a different router.

14. HD1000 cannot connect to an Apple Airport Extreme Base Station using a USB WiFi adapter.

Solution: Please make sure that your Base Station has firmware version 5.4 or later

installed. If you need to upgrade please visit <http://www.apple.com/support/downloads/airportextremefwupdate.html> or use Software Update if you have a Mac.

15. Only four SMB shares are able to be mounted by the HD1000.

Workaround: None, this is intentional.

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