

# **ReadyNAS Remote Troubleshooting Guide**

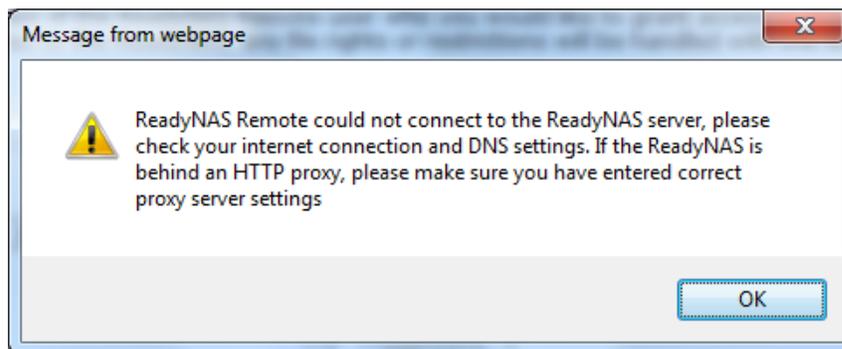
NETGEAR

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## **Symptom: I cannot see any shares from my PC**

This symptom can be caused by a variety of reasons. To diagnose the problem, please **make sure your are on a PC that is on the same LAN as the ReadyNAS** and follow these steps:

1. From the PC, open a Windows File Explorer or IE and in the address line type: [\\192.168.x.x](#) where 192.168.x.x is the local IP address of the ReadyNAS. If no shares are present then you need to go to FrontView and create a shared folder with CIFS access. If shares are present, go to step 2.
2. Log into FrontView and go to the Installed Add-ons page.
3. Check the version of ReadyNAS Remote. If not running the latest, please update the add-on. The latest add-ons can be found at <https://remote.readynas.com/download.html>; if the latest is running, go to step 4.
4. If the latest version is installed, check that ReadyNAS Remote is running. You can check this by viewing the LED indicator graphic in the upper right corner. If it is green then it is running, go to step 5.
5. If it is running, press the Manage ReadyNAS Remote button to launch the ReadyNAS Remote management page. If you receive the following message:



This indicates that the ReadyNAS Remote add-on could not connect over the internet to the ReadyNAS Remote servers; this could be caused by improper network setting or if the ReadyNAS is behind an HTTP proxy, go to step 6. If you do not receive this message, go to step 8.

6. If you are sure you are not behind an HTTP proxy, then there must be a problem with your network setting. If you are using DHCP and that DHCP server is used for other devices on the LAN that are working properly, then SSH access to the ReadyNAS is required to further troubleshoot the issue. If you are using a static IP, you can try changing to DHCP to see if that resolves the issue otherwise review your network settings. Please check that your IP address, subnet mask and Default gateway and make sure they are on the same subnet. Next, check your DNS server address. If you are not sure of your DNS server, it is safest to set it to the address of your Default gateway. One way to check your DNS server is go open a DOS Window on a PC that is on the same LAN and type 'ipconfig /all' and in the output you will see the address of the DNS server being used by the PC. If the issue is still not resolved, then SSH access to the ReadyNAS is

- required for further troubleshooting, please contact support or PM forum user Cap1.
7. If you are behind a proxy, then see [http://www.readynas.com/download/remote/ReadyNAS\\_Remote\\_Advanced\\_setup\\_guide.pdf](http://www.readynas.com/download/remote/ReadyNAS_Remote_Advanced_setup_guide.pdf) for details on setting a proxy server for ReadyNAS Remote.
  8. Once you can properly access the ReadyNAS Remote Management page, check the “Allowed” list and make sure there are users in this list. If there are users in this list, make note of them. If there are no users in the list or if there are only email address preceded by \*email invite\* in the list and not usernames, then create a new user using <https://remote.readynas.com/index.jsp?pid=4>. You can use the same email address when creating this user. After the user is created, search for this user by email address. You may see multiple username when searching with the email and some may look like leaf\_XXXXXXX, but please select the username that you just created. If there are users in the list, proceed to step 9.
  9. If there are users in the list, press the Advanced Settings button and you will see the configuration page. Check that Device ID is set; this value is set automatically and should be set to hostname\_MAC. If this value is empty, you can try to change the hostname from within the FrontView settings and return to this page to check to see if the Device ID is set. If changing the hostname is not an option or if the Device ID is still empty, then SSH access to the ReadyNAS is required for further troubleshooting, please contact support or PM forum user Cap1. If the Device ID is set, go to set 10.
  10. If the Device ID is set, make sure no other advanced options other than the proxy settings if they are sure they are behind a proxy. Do not check “Specify Port for Incoming Connections” that is optional and should only be set after everything else checks out, go to step 11.
  11. If you have made it to this step, then you should be running the latest version on the ReadyNAS, be able to see the ReadyNAS Remote Management page without any warning, users should be in the Allowed list, the device ID should not be empty and no other advanced settings (other than possibly proxy) should be set, go to step 12.
  12. Check again that the LED indication, as in step 4, is green and now proceed to a PC, step 13.
  13. On the PC, first check that the Leaf Networks Adapter was properly installed. To check this, open a DOS window and type ipconfig. You should see an entry “Ethernet adapter Leaf Networks Adapter” if not you can try to uninstall and reinstall ReadyNAS Remote or you can set the adapter manually, please see [http://www.readynas.com/download/remote/manual\\_install\\_adapter.pdf](http://www.readynas.com/download/remote/manual_install_adapter.pdf). If you see “Ethernet adapter Leaf Networks Adapter” but the IP address is not in the range 5.168.0.0 – 5.168.255.255, then you need to manually configure the adapter, please see [http://www.readynas.com/download/remote/manual\\_config\\_adapter.pdf](http://www.readynas.com/download/remote/manual_config_adapter.pdf), if the adapter is properly installed go to step 14.

14. If your adapter is properly installed and configured, please login to the ReadyNAS Remote application with the noted username from step 8. If you still do not see your shares and you are on a Windows 7 or Vista machine, please remove the gateway setting on the Leaf Networks Adapter, please see <http://www.readynas.com/download/remote/ReadyNAS%20Remote%20-%20Removing%20gateway%20from%20virtual%20network%20adapter.pdf>. If you are not on Windows 7/Vista or still do not see any shares after logging in and selecting Connect to ReadyNAS..., logout and go to Properties and select Connection setting and make sure “Enable port forwarding” is not selected. If you still do not see shares after logging into the ReadyNAS Remote application, stay logged in and go to FrontView and go to the Installed Add-ons page. On this page you can stop and start the ReadyNAS Remote add-on by checking the box in the upper of the add-on and pressing Save; this will stop the add-on. By checking it again and pressing Save again it will start the add-on. You can repeat this test a few times, if shares are still not showing up go to step 15.
15. If shares are still not showing up, it is likely that an antivirus program is blocking ReadyNAS Remote. The configuration depends on the program, but in general check that ReadyNASRemote.exe is in the trusted program list and that it is allowed ALL protocols (not only TCP and UDP) in and out. Also, make sure that the Leaf Networks Adapter is in the trusted network list.
16. If shares are still not available, please contact support or PM forum user Cap1.

### **Symptom: I can see shares when on the LAN but not when on the WAN**

This should not happen, but it is does you can ask them to try to setup port forwarding on the ReadyNAS side or even PC said if possible. If port-forwarding is not an option or if it does not remedy the issue, please contact support or PM forum user Cap1.

### **Symptom: My connection to my shares is slow**

This symptom can be caused by a variety of reasons.

1. First check if the connection of the LAN is slow or if only over the WAN, if it is slow over the LAN (less than 50% of the LAN speed) go to step 2.
2. If it is slow over the LAN (less than 50% of the LAN speed), then check to see if you are connected through the relay server. If you are using a relayed connection, you should get a popup notification over the system tray icon when they connect that notifies them that they are using a relay to connect to your ReadyNAS. If the ReadyNAS and PC are on the same LAN and subnet, then a relay should not have to be used, please contact support or PM forum user Cap1. If you are not using a relay then check the CPU load on the PC and on the ReadyNAS (if possible) during a file transfer. If the CPU load is low then it has to be a networking issue that is out of our control. That can also be checked by accessing the file over the LAN directly using [\\192.168.x.x](#) in a file explorer where 192.168.x.x is the local IP address of the ReadyNAS. If the connection is only slow over the WAN, go to step 3.
3. If the connection is only slow over the WAN, then check to see if you are using a relay. If you are not using a relay then the performance is limited but the WAN connection between the PC and the ReadyNAS and there is nothing we can do

for this issue. If the connection is slow over the WAN and they are using a relay, go to step 4.

4. If the connection is slow over the WAN and you are using a relay, they can setup port forwarding on either side PC or ReadyNAS (but not both). For more information please see, [http://www.readynas.com/download/remote/ReadyNAS\\_Remote\\_Advanced\\_setup\\_guide.pdf](http://www.readynas.com/download/remote/ReadyNAS_Remote_Advanced_setup_guide.pdf)

### **Symptom: I cannot see shares from my Mac**

I cannot see shares from a Mac.

1. First make sure the Mac and ReadyNAS are on the same LAN and that the user you are using to access the ReadyNAS is in the Allowed list.
2. If you still cannot see shares, then try from a PC on the same LAN. If you do not have a PC, please contact support or PM forum user Cap1. If they have a PC and cannot see the shares, see "**I cannot see any shares from my PC**". If they PC can see the shares but the Mac cannot see any shares, please contact support or PM forum user Cap1.

### **Symptom: From my Mac I can see the ReadyNAS listed but when I click on it I do not see any shares.**

If you can see the ReadyNAS in the list but not access any shares.

1. Please make sure you have AFP enabled on the share on the ReadyNAS. By default the Mac application uses AFP. If you do not want to enable AFP on the ReadyNAS they can go to Properties then Connection Setting and select SMB.