

Music library troubleshooting

In addition to music streaming services, Sonos is able to stream your local music library from any computer or network attached storage (NAS) device on your network. In this article, we'll outline some steps you can take if you're unable to add a new music library share or unable to play music from an existing music library share.

The article is divided into three sections: **Common Issues and Solutions, Error Messages, and Missing Tracks, Albums, or Playlists.** The first section presents some solutions to common issues that can prevent you from adding or playing your music library on Sonos. Please go through the Common Issues and Solutions before proceeding to the remaining sections.

Click below to navigate to a section directly:

1. [Common Issues and Solutions](#)
2. [Error Messages](#)
3. [Missing Tracks or Albums](#)
4. [Missing Playlists](#)

Common Issues and Solutions

Is your PC, Mac, or NAS drive powered off or asleep?

If the computer or NAS drive is powered off or asleep, Sonos will not be able to reach your music files and you'll see an error message that Sonos is unable to connect to the music share.

Make sure that the computer or NAS drive where the music is stored is powered on, connected to the network, and not sleeping. If your music is being interrupted because your computer is falling asleep, you can adjust its sleep settings in the Control Panel (PC) or Preferences (Mac) to "Never" to make sure the computer remains awake.

Is your firewall configured for use with Sonos?

If your PC or Mac is running security software with a firewall, it may be blocking your computer's ability to share music files with Sonos. If file sharing is blocked, you'll see an error message (such as "[Computer Name] could not be found" or "[Computer Name] is not responding") when trying to add a music share or play music from your library.

You can find instructions on how to configure your firewall with Sonos in [this article](#). Make sure that your firewall is properly configured for use with Sonos, then try adding or using your music library once more.

(Mac Only) Are your Mac's file sharing settings working properly with Sonos?

If you're having trouble accessing or adding your music library on your Mac, try disabling File Sharing in System Preferences > Sharing. Just uncheck "File Sharing" if it's not already unchecked, and try re-adding your music library on your Mac.

If you're unable to re-add the music library with File Sharing turned off please contact our Care team for further assistance.

Does your PC or Mac have a weak WiFi connection?

If your PC or Mac is hosting your music library and its wireless connection is weak, you may experience audio dropouts or see error messages when trying to play your music.

Make sure the computer has a strong WiFi connection or is wired into your home's network with an Ethernet cable. If the computer is wired in, disable the WiFi connection.

Error Messages

If you received an error when trying to add or use your Music Library, check for its listing below to view the relevant troubleshooting steps.

If you are receiving an error that is not listed here, or you are not comfortable performing the recommended troubleshooting steps, please reach out to our Customer Care team for further assistance. You can find the contact information for Customer Care [on this page](#).

[Computer Name] could not be found / Unable to connect to [Computer Name]

This error occurs when Sonos tries to find your computer or NAS on the network, but is unable to locate it.

The most common causes of this error are detailed above under "Common Issues and Solutions." If you see this error, **check your computer or NAS and make sure that it's powered on and awake.**

A firewall can also block Sonos from properly connecting to the computer. **If a firewall is installed on the computer, make sure it's configured for Sonos by following its specific steps in [this article](#).**

Error 1001 / Error 1002

These error messages occur when Sonos tries to add or connect to your music share, but the computer or NAS drive takes too long to respond. This can happen when the computer or NAS is having trouble maintaining a reliable connection to the network.

The most common causes of these errors are detailed above under “Common Issues and Solutions.” If you see this error, **check your computer or NAS and make sure that it's powered on and awake.** If the computer is on WiFi, **make sure it has a strong wireless connection to the router.**

A firewall can also block Sonos from properly connecting to the computer. **If a firewall is installed on the computer, make sure it's configured for Sonos by following [these steps](#).**

Shared Folder Not Added / “The shared folder on this drive can't be added...”

This error appears when you try to share a music folder on a hard drive that's formatted in an unsupported file system. This is most commonly seen if you're using a Mac and are trying to share music from a Windows-formatted external drive to Sonos.

On a Mac, the Sonos app can only share folders on external drives formatted using the Mac OS Extended (or HFS+) file system. If your external hard drive is formatted with HFS+ they will work fine with Sonos.

However, if the external drive is formatted in FAT32, NTFS, or ExFAT, Sonos will not be able to add a shared music folder from the drive.

If your drive is in an unsupported format, it will not work with Sonos unless it is completely erased and formatted into a supported file system.

To check if your external hard drive is in any of these formats, please follow the steps below:

From Finder, click Go > Utilities.

In the Utilities window, find and open Disk Utility.

When you highlight the mounted drive in Disk Utility, the format of the drive will show under drive's name in the main window.

For more information on different formatting options, please see the Apple Knowledge Base articles linked below:

[Apple Knowledge Base article on HFS+ format](#)

[Apple Knowledge Base article on reformatting a drive as HFS+ format](#)

[Computer Name] is not responding

This error means that Sonos is able to see the computer on the network, but the computer isn't responding to the sharing request. Sonos is connecting to the correct device, but the device isn't letting Sonos through.

If you see this error, then it's likely that **a firewall is blocking the computer from sharing its music files with Sonos**. Please see [our firewall article](#) for instructions on how to configure the firewall to allow file sharing.

Access Denied / Unable to play [Track Name], access to [Computer Name] is denied

This error message appears when Sonos is trying to play music from a computer or NAS, but the computer does not have its file and folder sharing permissions set correctly. To resolve this, **try removing the music folder from Sonos and adding it back again**. This will remove the existing Sonos sharing permissions on the folder, then recreate them when you add it again. You can do this in the Sonos Desktop Controller for Mac or PC under Manage > Music Library Settings.

“Access Denied” can also appear if a firewall is blocking the computer's ability to share music files with Sonos over the network. **Make sure that your firewall is properly configured for use with Sonos**. You can find steps on how to configure your firewall in [this article](#).

If you are using a work computer or a computer that is managed by an IT team, check with them to see if your account has permissions set to allow file sharing.

Error 900

Windows:

This error message mostly occurs on Windows PCs. It references a problem with the Windows Server service. When you see this error, it means Sonos is trying to create the music share, but there's not enough Server storage space to complete the request. To fix this error, the Windows Registry must be modified to increase the stack size for the Server service.

Editing the Windows Registry is a delicate process. If you're unfamiliar with modifying the Windows Registry, please contact our Customer Care team for further assistance. You can find the contact information for Customer Care on [this page](#).

If you are comfortable modifying the Windows Registry, you can find more information and instructions on how to do this in [our article here](#).

Mac:

If you're using a Mac and you see Error 900 when trying to add or access a music share, please follow the steps listed under [Computer Name] could not be found / Unable to connect to [Computer Name].

UPnP=802 / Sonos can only connect to 16 folders at a time

Your Sonos system is able to add up to 16 music shares to your music library. This error message shows up when you've already shared 16 folders and you try to add another.

To resolve this, please **remove one of your existing music shares before adding the new one.**

Computer refused the connection

The error is typically caused by having multiple computers on one network with the same hostname.

You may be able to resolve this by **rebooting your router**. Otherwise, please [contact our Customer Care team](#) for further assistance.

Missing Tracks or Albums

There are several reasons why some (or all) of your songs may not be appearing in your music library after you've added the share. Below are some steps you can take that may help you resolve this issue.

Update your Music Library.

If your recently purchased or downloaded songs are not showing up in Sonos, try reindexing your music library. This will force Sonos to scan your shared music folders and check for any additions or changes.

You can update your music library using either the Sonos app on your computer or the Sonos app on your mobile device.

On a Mac or PC, open the Sonos app and select Manage > Update Music Library Now.

Alternatively, using the Sonos mobile app, go to the More tab, select Settings > Manage Music Library > Update Music Index Now and tap Scan Now

Please note that if you use the mobile app to update your index, the computer or NAS where your library resides will need to be turned on and awake.

Some of the options in my Manage or Settings menu are grayed out or missing. What do I do?

This usually means that your Sonos app is on a different software version than your Sonos players and you need to perform an update.

Using the Sonos app for PC, **select Manage > Check for Software Updates.**

Using the Sonos app for Mac, **select Sonos > Check for Updates.**

If prompted, follow the steps to get your Sonos system up to date. When the Sonos app reopens, try accessing the Manage menu again.

If no updates are available, you may be using the Sonos software on an operating system that is no longer supported. You can check our [System Requirements article](#) to see if your current device or operating system is supported by Sonos. If your controller is unsupported, please use the Sonos app on a different computer or mobile device to update the Music Library.

Make sure that the missing music files are located in the folder you've shared with Sonos.

For example, if you've shared your "iTunes Music" folder with Sonos, but you've purchased and downloaded a song from a different source (like Amazon), the file may be sitting in your "Downloads" or "Amazon MP3" folder.

To fix this, **move the music file to the correct folder, then use the Sonos app for Mac or PC to select Manage > Update Music Library.** Alternatively, you can add the secondary folder ("Downloads" or "Amazon MP3," in this example) as an additional music share if you plan on adding more music files there in the future.

If you share music with Sonos from a NAS drive, make sure that you've transferred any new music files from your computer's hard drive to the NAS.

Check if your purchased songs are protected by DRM.

Some purchased tracks may be protected by Digital Rights Management (DRM), which doesn't allow Sonos to index them. This issue most commonly affects tracks that were purchased from iTunes before they made the switch to DRM-free music.

Please see [this article](#) for information about Apple's DRM protected tracks and how to remove the DRM via iTunes Match.

Make sure your music files aren't missing metadata.

Sonos sorts and categorizes your music tracks based on how they're tagged with metadata. A track's metadata specifies organizational labels for the song, like its Title, Artist name, Album name, and so on. Most of the [file formats supported by Sonos](#) support metadata tags, but there are a couple (AIFF, WAV) that do not have full metadata support.

If you've purchased and downloaded a song from a service like iTunes or Amazon, the metadata tags are usually taken care of for you and you won't have to worry about this.

In some cases, a song file may have missing metadata tags, which means it won't appear in Sonos where it's supposed to. For example, if a track is missing its "Artist" tag, then the track won't appear when you browse or search for that particular artist in the Sonos app.

You can use a media library management tool like iTunes to view and edit metadata on your music files. If you make any changes to metadata, make sure you **update your music library** afterwards so your Sonos system can see the changes.

If you need any assistance after following the instructions in this article, please contact [Sonos Customer Care](#).

Connecting Sonos to a new router or WiFi network

Before you start, make sure you've updated the Sonos app on your [iOS](#) or [Android](#) device to the latest version.

Have you recently replaced your router or changed a network setting and are now unable to use Sonos?

After replacing your home router, your network's settings will be different. Sonos needs the new router's information to connect to your home network again. This can also happen if you or someone else recently changed network settings such as the WiFi network's name or password. Updating these settings on Sonos can be done by following a few quick steps:

If your Sonos system connects to your network through WiFi, then you'll need the Sonos app for iOS or Android to automatically guide you through the steps to get your products connected again. These steps will be different depending on how many Sonos products you have in your system.

If your system is normally connected to your network with an Ethernet cable, you won't need to go through any steps in the app, but you will need to reboot your Sonos products. [Click here](#) to find instructions below.



My Sonos system connects to my router through my WiFi network

After replacing your router or changing your WiFi information, open the Sonos app for iOS or Android and follow the on-screen steps. Make sure you have the latest version of the Sonos app on your iOS or Android device before continuing. If you've already wired a Sonos product to your router, go to More > Settings > Advanced Settings > Wireless Setup instead.

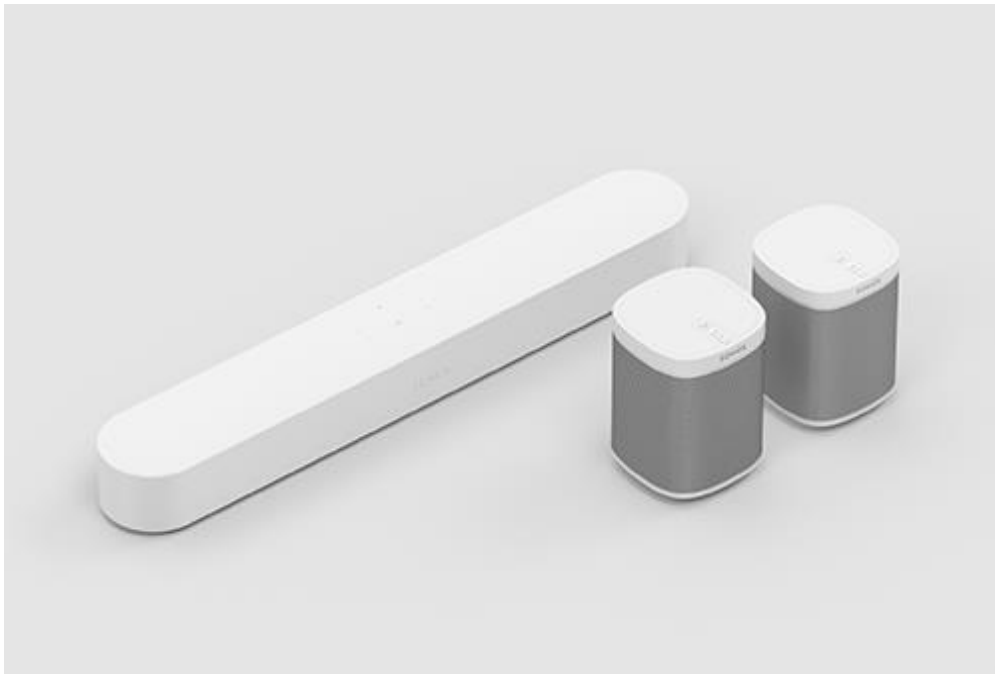
Below, you can learn what to expect during this process.



I have one Sonos product in my system

If you have one Sonos product in your system, the Sonos app will guide you through the process of connecting to a WiFi network. This is the same process you went through when you first set up your Sonos system. You'll be selecting which Sonos product you have, pressing buttons on the product, and going to the WiFi settings for your iOS or Android device in order to connect to a temporary Sonos network.

Follow each step to get your Sonos product connected to your WiFi network. After the app checks if Sonos is connected again, the process will end.



I have more than one Sonos product in my system

If you have more than one Sonos product in your system, you'll be asked to connect one of them to your router with an Ethernet cable (which is typically included with each Sonos product). The cable connection is temporary and you may need to move one of your Sonos products closer to the router to do this.

Once Sonos is connected to the router, the Sonos app will ask for your WiFi password. After Sonos has connected to the WiFi network, the app will guide you through disconnecting the Ethernet cable and moving your Sonos product back to where it was before. After one final check, your Sonos system will be back on your home network.



I keep one of my Sonos products wired to my network with an Ethernet cable

After you've replaced your router, you may notice that some of your Sonos products are missing in your Sonos app. This is usually because the Sonos products are using networking information from the old router and they need information from the new router instead.

To fix this, make sure your Sonos product is properly wired to your new router and plugged in to power, then **reboot all other Sonos products in your household**. You can do this by pulling the power cord from the Sonos product or from the power outlet, waiting for the light to go out, then plugging the power cord back in. The Sonos product will reboot and you'll see a solid white light when it's ready.

After your Sonos products have been rebooted, they'll reappear in your Sonos app.