

Bill Pritchard

From: Logitech Customer Support [logitech_us@mailca.custhelp.com]
Sent: Thursday, January 06, 2011 8:20 AM
To: billp555x@gmail.com
Subject: This unit connects to my WiFi WPA2 hidden network just fine. But when I disconn... [Incident: 101226-001213]

Recently you requested personal assistance from our on-line support center. Below is a summary of your request and our response.

We will assume your issue has been resolved if we do not hear from you within 168 hours.

Thank you for allowing us to be of service to you.

[To access your question from our support site, click here.](#)

Subject

This unit connects to my WiFi WPA2 hidden network just fine. But when I disconn...

Discussion Thread

Response (Trevor)

01/06/2011 08:20 AM

Hello Bill,

I would recommend opening an Enhancement request for this issue on <http://bugs.slimdevices.com>

This bug site is monitored by the Engineers.

Trevor Featherby
Logitech Technical Support Manager

Customer (Bill Pritchard)

01/03/2011 09:11 PM

Hi Kristina, You said the Squeezebox will forget the SSID when it is unplugged and plugged back in, but that is the part I don't understand. The Squeezebox does remember my hidden SSID. It definitely does not forget it: all I have to do is dial down to that name and press the button to connect to it. I'm a programmer, and this now sounds like a fixable problem. Any chance you could escalate this to the programming team? Thanks, Bill

From: Logitech Customer Support
[mailto:logitech_us@mailca.custhelp.com]
Sent: Monday, January 03, 2011 10:58 AM
To: billp555x@gmail.com
Subject: This unit connects to my WiFi WPA2 hidden network just fine. But when I disconn... [Incident: 101226-001213]

Response (Kaizer Kristina)

01/03/2011 10:57 AM

Bill,

Unfortunately the Squeezebox is'nt going to remember the information once unplugging and plugging back in

unless the SSID is being broadcasted, specifically for the same reason as it being hidden, security reasons. But that's the only solution for remembering to connect to your wireless network.

Regards,

Kristina
Logitech Customer Care

Customer (Bill Pritchard)

01/03/2011 10:11 AM

Hi, The solution of exposing my SSID is not acceptable. This is done for security reasons. All my other WiFi devices have no trouble reconnecting to the LAN after power cycling, and I would not expect the Squeezebox to do this either. If the firmware isn't able to do this now, is there any effort being made to fix this bug?

Thanks, Bill From: Logitech Customer Support [mailto:logitech_us@mailca.custhelp.com]

Sent: Monday, January 03, 2011 8:10 AM

To: billp555x@gmail.com

Subject: This unit connects

to my WiFi WPA2 hidden network just fine. But when I disconn... [Incident: 101226-001213]

Response (Kaizer Kristina)

01/03/2011 08:09 AM

Hey Bill,

The only other thing that can cause this is if your SSID in your router is hidden. Once this setting is changed from being hidden the Squeezebox will reconnect automatically even after unplugging the AC power supply.

Regards,

Kristina
Logitech Customer Care

Question Reference #101226-001213

Product Level 1: Audio
Product Level 2: Network Music Players
Product Level 3: Squeezebox Radio
Date Created: 12/25/2010 05:48 PM
Last Updated: 01/06/2011 08:20 AM
Status: Waiting
M/N (Model number): X-R0001
PID or S/N: LZ035AS
P/N (Part number): 830-000070
Operating System: Windows 7
Logitech Software: Not Applicable
Software Version: 7.5.1
Downloaded latest SW: Yes
HarmonyMartiniUserid:
Inquiry Type: Technical Support

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