

## **Sonos System Lockdown Procedures** **(To Prevent CR100 Controllers from Being Bricked)**

Revision 2 – 27/Mar/2018

### **Step 1 : Update Sonos System to v8.4**

This guide assumes that you have updated your Sonos system and ALL of your controllers/apps to the latest version that does not brick your CR100 controllers, i.e. v8.4.

Please note that currently there are no instructions for the Amazon store or the Amazon Fire tablets as I don't have access to them. If someone can put together some instructions, then I'll happily incorporate them here.

**Important Note v8.4 :** Updating your system to v8.4 forces a message to be displayed on CR100 controllers warning of their upcoming demise. It has been reported that this message is set to only appear five times, however at present no-one knows if this message sequence is then repeated in the future. However, if you missed updating your entire system to v8.3.1/8.3.2, or have a system whose components are at different versions and you're being prompted to update, then your only choice is to update to the current v8.4 – but you need to do this before Sonos releases the next version (end March 2018?).

### **Step 2 : Backup Sonos "Legacy" Programs/Apps**

**Do this before the end of March 2018.** Sometime in April 2018 Sonos will be updating the Sonos programs/apps with versions that, if installed, will brick your CR100 controllers.

Follow the procedures below to obtain offline copies of all the 8.4 installation programs/apps necessary to be able to reinstall them on your computers and portable devices any time in the future, independent of what's available at that time from Sonos or the app stores.

#### ***Windows Desktop v8.4 (must be done before end March 2018)***

Download the desktop program from:

[https://www.sonos.com/redir/controller\\_software\\_pc](https://www.sonos.com/redir/controller_software_pc)

#### ***Mac Desktop v8.4 (must be done before end March 2018)***

Download the desktop program from:

[https://www.sonos.com/redir/controller\\_software\\_mac](https://www.sonos.com/redir/controller_software_mac)

### ***Apple iOS Sonos v8.4 (must be done before end March 2018)***

There are two ways of doing this. If you have iTunes 12.7 or later installed, then you can no longer use iTunes to manage apps. If you wish to continue using iTunes 12.7 or later then you will need to use the second method. The first method involves downgrading iTunes so that you get its app management features back again.

#### METHOD 1 : iTunes v12.6.3 or earlier

If you have iTunes v12.7 or later installed then downgrade iTunes to v12.6.3 (instructions to do this can be found here : <http://www.valuewalk.com/2017/10/downgrade-itunes-12-6-3/>).

1. Start iTunes and select "Apps" from the content list dropdown at the top-left.
2. Log in using your Apple ID as necessary (via the Account menu).
3. Click on "App Store" (top-middle of screen).
4. Search for the Sonos app.
5. Click on the "Download" button below the Sonos app and wait for the download to complete.
6. Verify that the Sonos app is now in your library by clicking on "Library" (top middle of screen). The icon for the Sonos app should be shown in your app library that is now on screen.
7. Close iTunes.
8. Start Finder (Mac) or Windows Explorer (Win).
9. Copy the Sonos app package "Sonos 8.4.ipa" to a safe backup location from the following iTunes library location:

Mac : [User]/Music/iTunes/Mobile Applications

Windows : [DRIVE]:\Users\[User]\Music\iTunes\iTunes Media\Mobile Applications

**Important:** note that all "ipa" files are uniquely tied to the Apple ID that downloaded them. If you use multiple Apple IDs in your household then repeat steps 3 to 9 above for each Apple ID, giving a unique name to each backup "Sonos 8.4.ipa" file so that you will know which file relates to which Apple ID.

#### METHOD 2 : iTunes v12.7 or later

iTunes v12.7 or later no longer allows you to manage apps. As such we will use a third-party program to download the Sonos app.

1. Download and install the FREE version of iMazing from <https://imazing.com/>. The free version allows you to backup and restore individual apps.
2. Connect your iOS device to your computer (USB) and start iMazing. iMazing should detect your iOS device and display details about it.
3. Left-click on your device in the "AVAILABLE" list on the left.
4. You should now see options appear to the right such as "Back Up", Restore a Backup" etc. Left-click on "Manage Apps" from this list.
5. Sign In to your Apple account, using your Apple ID, by clicking on the "Sign In" button at the top-right of the window.
6. In the Manage Apps window, select the Library tab.
7. Scroll down the list until you find the Sonos 8.4 app. If it is not there, then you'll need to add to your library as follows:

- a. Click on the "Add from App Store" button.
  - b. Type "Sonos" in the search box.
  - c. Click on the download icon to the right of the "Sonos Controller" v8.4 app.
  - d. When the download is complete press the Done button. The Sonos v8.4 app should now be shown in your library.
8. You can now either:
  - a. Copy the Sonos app package "Sonos 8.4.ipa" to a safe backup location from the following iTunes library location:
    - Mac : [User]/Music/iTunes/Mobile Applications
    - Windows : [DRIVE]:\Users\[User]\Music\iTunes\iTunes Media\Mobile Applications

OR, while you're still in iMazing:

  - a. Right-click on the Sonos app in the Library list and select "Export .IPA"
  - b. A dialog box will pop up for you to select which folder you want the file saved to. Once you have selected the folder, click the OK button.
  - c. The program will now have saved the Sonos 8.4 installation file in that folder, named "Sonos 8.4.ipa"

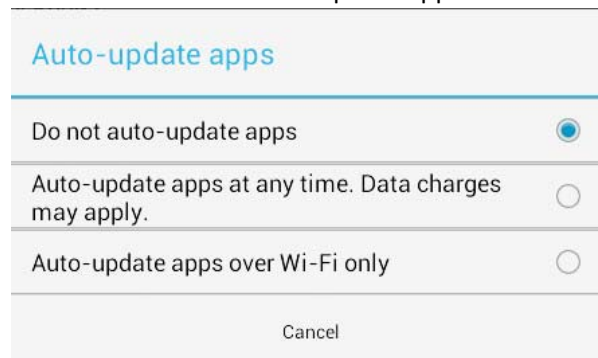
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### **Google Play (Android) Sonos v8.4**

1. Simply download the Sonos Controller v8.4 for Android from here:  
<https://www.apkmirror.com/apk/sonos-inc/>
2. Then you may optionally block the Sonos app from being automatically updated as follows: (thanks to stevecomp3 on the Sonos forums for pointing this out)
  - a. Open the Google Play store.
  - b. Press the three bars at the top left, then select "My Apps & Games."
  - c. Press on "INSTALLED" tab and you'll be taken to a list of your installed apps.
  - d. Scroll down the list until you find "Sonos Controller for Android". Press on this app, being careful to NOT press on the UPDATE that may be to the right of it.
  - e. This will bring you to the apps' store page. When here, press the three dots at the top right of the app's page and untick the box that says "Auto-Update."



3. Alternatively, you can stop ALL apps from automatically updating as follows:
  - a. Open the Google Play store.
  - b. Press the three bars at the top left, then select "Settings"
  - c. You'll have a selection of options. Press the one that says "Auto-update Apps" – it should be near the top of the Settings options.
  - d. You'll now be presented with a selection of different options for auto-updating apps. The options listed will depend upon various factors but may include to have auto-updates run as normal, disable them, or have apps auto-update only when you're on WiFi. Select "Do not auto-update apps".



### **Step 3 : Block Sonos System from Updates (and optionally from the Internet)**

1. Within the Sonos app (Android & iOS), select the option to NOT automatically check for updates.
2. [Android Only] Block the Sonos app from auto updating:
  - a. Open the Play Store App
  - b. While you can shut down ALL updates, you can also find the specific installed app (in this case Sonos) and using the menu icon in the upper right corner you can elect to disable the auto-Update ONLY the specific program.
3. Set any desktop versions you have installed to also NOT automatically check for updates.
4. On your router do the following:
  - a. Block TCP port 4444 (typically under Firewall settings)
  - b. Block access to the following two URLs (typically under Firewall settings):

[update.sonos.com](http://update.sonos.com)

[update-firmware.sonos.com](http://update-firmware.sonos.com)

- c. Block internet access for ALL of your Sonos hardware [optional].

On my router I can do this under Parental Controls Time Scheduling and can block the MAC address for all of my Sonos gear from accessing the internet 24 hours a day. This does mean that you'll lose access to all streaming and internet radio services via your Sonos system. Not doing this means that you'll be completely reliant on the above blocked port and blocked URL to protect you from updates.

With the above protections in place, this should mean that even if an updated Sonos app tried to connect to the system, then all that would happen is that it would report that the system needs to be updated but that it is unable to do so.

## **How to Install “Legacy” Sonos Apps on iOS and Android**

To install your saved “legacy” Sonos apps on new iOS or Android devices at any time in the future then follow these instructions. Note that the success of this is dependent on the “legacy” Sonos apps still being able to work with whatever version of iOS or Android that is on your device at that time.

### ***Apple iOS***

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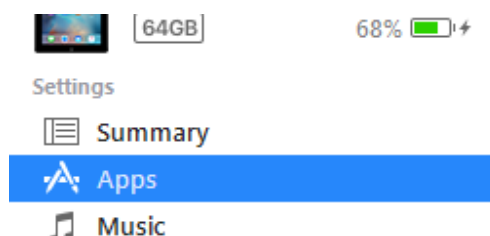
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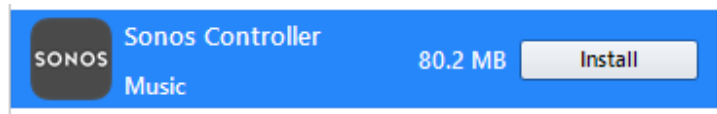
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Mac : [User]/Music/iTunes/Mobile Applications  
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2. Start iTunes and select "Apps" from the content list dropdown at the top-left.
3. Click on the "Library" tab (top middle of screen).
4. Add the “legacy” Sonos app to your library as follows:
  - i. From the iTunes menu, select File > Add File to Library...
  - ii. In the “Add To Library” dialog box, navigate to your iTunes library folder (above) and select the “Sonos 8.4.ipa” file that you copied there in step 1.
  - iii. Click on the Open button. The Sonos app icon should now appear amongst your other library app icons.
5. Connect your iOS device to your computer and wait for it to be recognised by iTunes.
6. Select your iOS device in iTunes by clicking on the small tablet icon to the right of the content dropdown list



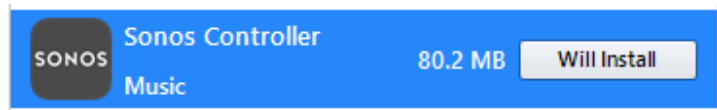
7. Click on “Apps” in the listing on the left



8. In the listing of apps that appears, scroll down as necessary and click on the Sonos Controller app to highlight it.



9. Click on the Sonos Controller "Install" button. The button will now change to show "Will Install".



10. Click on the "Apply" button at the bottom right of iTunes. This will force a Sync of your device and will install the "legacy" Sonos Controller app onto it. Be patient, this can take several minutes to complete.
11. On your iOS device, start the Sonos Controller and when prompted, select "Connect to an existing system".

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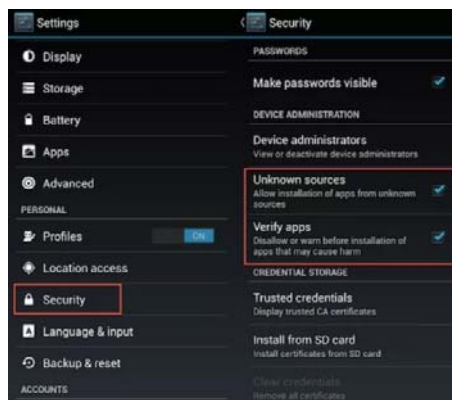
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5. Sign In to your Apple account, using your Apple ID, by clicking on the "Sign In" button at the top-right of the window.
6. In the Manage Apps window, select the "Device" tab.
7. Right-click anywhere below the tabs names, and select "Install .IPA File" from the pop-up menu.
8. In the Open dialog box, navigate to the previously saved "Sonos 8.4.ipa" file and click on the Open button. Ensure that the Sonos file that you select is the one associated with the Apple ID you just signed in with.
9. The "legacy" Sonos Controller app will now be installed on your device. Be patient, this can take several minutes to complete.
10. On your iOS device, start the Sonos Controller and when prompted, select "Connect to an existing system".

## Android

By default, Android's security is setup to not allow apps to be installed from unknown sources. In our case, trying to install the Sonos "apk" file that you downloaded earlier is an "unknown source". So, we need to temporarily adjust your devices security settings to allow the "legacy" Sonos app to be installed.

1. System Settings > Security > Unknown sources.
2. Select this option to install apps outside of the Google Play store. Depending on your device, you can also choose to be warned before installing harmful apps. This can be enabled by selecting the "Verify apps" option in the Security settings.



3. Connect your Android device to your computer and enable USB mass-storage or say Yes to using USB for file transfer (depends on your device and Android version).
4. Using Windows Explorer (Win) or Finder (Mac) copy the "legacy" Sonos app package "com.sonos.acr\_8.4-410350131\_minAPI18(armeabi)(nodpi)\_apkmirror.com" to the "Download" folder of your Android device.
5. Using a File Manager app on your Android device, navigate to the "Download" folder and select the "com.sonos.acr\_8.4-410350131\_minAPI18(armeabi)(nodpi)\_apkmirror.com" file.
6. Tap on "Install" when prompted.
7. When the installation is complete you can now safely delete the Sonos apk file from your devices Download folder as well as change your security settings back to NOT install from Unknown sources.
8. Start the Sonos Controller and when prompted, select "Connect to an existing system".