

# Re: Vista/Window DVD Maker quits working – used to work fine

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*Source:*

[http://www.tech-archive.net/Archive/Vista/microsoft.public.windows.vista.music\\_pictures\\_video/2008-06/msg00066](http://www.tech-archive.net/Archive/Vista/microsoft.public.windows.vista.music_pictures_video/2008-06/msg00066)

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- *From:* Julie72 <[Julie72@xxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxx](mailto:Julie72@xxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxx)>
  - *Date:* Wed, 11 Jun 2008 16:23:02 -0700
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I removed all DivX players from my PC and also removed the files that were in the causing the problem in the most recent messages (they were all the same fault file). I then tried to burn again and it went super-fast up to 54% then stopped for "invalid pointer" error. It didn't give me a message in Problems Report area. I shut if off and tried to burn again and it's now encoding slowly like it used to but gets to about 5%, jumps to 99% and cancels saying "cannot create the DVD" and " an error occurred when burning the DVD" then ejected it. I retried 3 times and does the same thing but doesn't give me any error messages in Problems Report area. I was so stoked thinking after weeks of this I finally fixed it – so much for my premature hurrah :-). Hopefully this is something simple for someone with more PC knowledge. Again all assistance is TOTALLY APPRECIATED!! "Julie72" wrote:

I found my fault errors!! I have 57 for this player so I've listed the 1st (5/22/08) and the last (6/10/08). I uninstalled Nero 8 Demo yesterday and that didn't make any difference.

Problem signature  
Problem Event Name: APPCRASH  
Application Name: dvdmaker.exe  
Application Version: 6.0.6000.16386  
Application Timestamp: 4549b5b0  
Fault Module Name: vsfilter.dll  
Fault Module Version: 1.0.1.4  
Fault Module Timestamp: 47b434ac  
Exception Code: c0000005  
Exception Offset: 00021caf  
OS Version: 6.0.6001.2.1.0.768.3  
Locale ID: 1033  
Additional Information 1: 6f4e  
Additional Information 2: e33fa0c8c16a385ea2f512bf192e7ce9  
Additional Information 3: 646d  
Additional Information 4: 65c953455690cc2fdbdbaa9e48b6f1ad

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Extra information about the problem  
Bucket ID: 671860535

This is the most recent message:

Problem signature

Problem Event Name: APPCRASH

Application Name: dvdmaker.exe

Application Version: 6.0.6001.18000

Application Timestamp: 479193d1

Fault Module Name: divxa32.acm

Fault Module Version: 4.2.0.0

Fault Module Timestamp: 387be4c5

Exception Code: c0000094

Exception Offset: 00003553

OS Version: 6.0.6001.2.1.0.768.3

Locale ID: 1033

Additional Information 1: fd00

Additional Information 2: ea6f5fe8924aaa756324d57f87834160

Additional Information 3: fd00

Additional Information 4: ea6f5fe8924aaa756324d57f87834160

Extra information about the problem  
Bucket ID: 692887447

"zachd [MSFT]" wrote:

In the Problem Reports and Solutions Center control panel, what are the fault details for that crash?

<http://zachd.com/pss/pss.html#bucket>

will help you look that up if you don't know how.

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Speaking for myself only.

See <http://zachd.com/pss/pss.html> for some helpful WMP info.

This posting is provided "AS IS" with no warranties, and confers no rights.

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"Julie72" <Julie72@xxxxxxxxxxxxxxxxxxxxxxxxxxxx> wrote in message  
<news:B70843DD-C4DA-44D7-9ABD-7210D0F93673@xxxxxxxxxxxxxxxxxxxx>

How

For some reason my Windows DVD Maker has ceased to work when it used to work perfectly.

I am able to add files to burn but when I hit next and go to where I can

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change the settings before burning it says that "windows dvd player has stopped working and windows is checking to see if there is a solution to the problem" I then get a message box stating "a problem caused the program to stop working correctly. Windows will close the program and notify you if a solution is available."

This program used to work just fine but stopped working and I do not get a notification of what the problem is or a code or something from Windows. I've recently updated to SP1 using Vista on an Acer 5570 laptop. I've tried changing the speed and placing the video on my desktop instead of pulling from folders but that makes no difference. I've changed file extensions, downloaded other programs to convert files to different types thinking that's what was wrong. Nothing has worked. I can view just fine using Windows Media Player so I'm not sure why I can no longer burn using this program.

I have also started to burn a DVD and have the job cancel after just a few minutes (when it normally took about 2 hours) but says 99% done and that there's a problem burning to the DVD. I haven't had that error up in a while since I can't get past the initial screen to change the layout, etc.

Any help you can give me appreciated. I'm not sure what other information I need to provide but will be most happy to provide whatever information necessary.

Thank you in advance for ANY help you can give.

Julie

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