

Re: Media Center refusing to show video

Source:

<http://www.tech-archive.net/Archive/Windows/microsoft.public.windows.mediacenter/2004-08/1005.html>

From: Luis A. Burgos (*luis_at_hasnopublicaddress.com*)

Date: 08/23/04

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Dave,

This is codec problem. Either the files needed to decompress the mpeg-2 stream are missing, or some of them are missing, or no registered correctly etc.

This is not a Microsoft fault, as Microsoft does not ship any MPEG-2 decoders with any version of windows, including Media Center. As a matter of fact, Microsoft Windows XP Media Center is released, as you probably know, as "OEM", which means that you can only purchase it already installed and configured from a Computer Manufacturer.

It is up the OEM to guarantee that their installation is done correctly, so if you are still having problems, then you should definitely contact your OEM and ask them for a solution.

Now, if you installed WinDVD 6, and that is not part of the original OEM installation, then your original equipment manufacturer will tell you that they cannot guarantee proper results after you have modified their setup.

I'd suggest you do the following:

- 1.- Uninstall all DVD software and codecs you may have installed on your PC, including, but not limited to: WinDVD, PowerDVD, nvDVD, Elecard, codecPacks, etc
- 2.- reboot your computer
- 3.- make sure that you cannot play any mpeg-2 files in Media Player (not media Center)
- 4.- make sure you install all updates and patches released for media Center. reboot if necessary
- 6.- Install WinDVD. Follow the instructions and reboot if necessary

If everything is fine, you should be able to play Live TV. Now, I know that WinDVD 3.5 and probably 4,0 are certified to work with media Center. WinDVD 6 is probably fine too, but I'm not sure.

If after doing that it still doesn't work, please completely uninstall WinDVD and re-install the original DVD playing software that came with your

PC.

I do not understand, you mentioned that it has never worked, not even out of the box, and you also said that you have upgraded to MCE 2004, what leads me to believe that you originally had MCE 2002, which was released in 2002, and it never worked? Did your OEM never did anything to get it working? Why did you not returned it?

I do remember lost of people having this problem when MC was released in 2002, but slowly but surely MCE has become a more stable product, and most OEMs have refined their installation procedures and improved the quality of their products, so this is not something I would say happens to most people who buy MC.

For one, I have been running my HP 873N since November 2002 24x7 and it is still our work-horse, very dependable, it has recorded most –if not all– of the athens 2004 olympics broadcast here in the states, not to mention those spongebob and fairly odd parents shows that mt daughters record every day, and later watch over and over...

Please let us know if you are still having problems too see how can we help you.

best regards,

Luis

"Dave Smith" <Dave@discussions.microsoft.com> wrote in message news:C15C3F90-46B0-4673-AD84-2EE6B5D30E92@microsoft.com...

> Hi,

> *Ever since I have had Media Center I have been experiencing this horrible*

> *"Files are missing or corrupt for radio or TV...." I have had this problem*

> *since I got it out the box. I've installed WinDVD 6 only which is OEM,*

> *downloaded all device drivers and have upgraded to Media Center 2004. DVD*

> *works perfect it's only this annoying message when I ty to start My TV.*

I've

> *talked to Tech support which were no help, sending me to Microsoft Tech*

> *support, and getting nothing. Really Microsoft should do something, as*

their

> *are thousands of posts regarding these error messages on this forum and*

> *others, using Google. To me Microsoft does not really appreciate helping*

> *their customers with support into getting Media Center todo it's most*

popular

> *use...TV!.*

>

> *Thanks*

>

> *Dave.*