

Re: SP2 on MCE – An MVPs real life experience (some solutions)

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From: Michel Bordeleau [MVP] (*sorry_at_no.spam*)

Date: 08/28/04

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If there's one thing I have learned answering questions in this newsgroup (and others) it's that you can NEVER generalize one users experience to all others... heck, I once set up 8 IDENTICAL machines (they were Compaqs, about 6 years ago), the hardware was identical, the software was identical, all installed from the same sources and two of them behaved differently at the end. It turned out that the motherboards on these 2 came from a different lot and lo and behold! Something somewhere saw things differently and things installed differently. You can NEVER tell what the final experience will be.

Doesn't help you of course. :)

I have no idea if this makes a difference, but I didn't uninstall SP2 after the initial install. I installed SP2, found the problems... applied the HP fix thing, found the problem was still there and applied SP2 again.

Of course, I did some troubleshooting in between steps, like running WMP9 a few times. Installing, removing, re-installing it (including the Add/Remove Windows Components... I removed WMP from there at one point, before re-installing WMP9 from the web download). Any of these things could have triggered a reg key change or file change somewhere that did the trick.

>*From memory (test WMP and My Music at each point)...*

- I installed WMP9 from web (since it didn't show in the Add/remove, I couldn't do a repair)
 - Install the HP patch
 - Installed WMP9 again
 - Removed WMP from Add/REmove components
 - Installed WMP9 again
 - Apply HP patch again
 - Install SP2 again
- Worked! :)

Another thing I learned... doing the same stupid thing 20 times eventually

works. :)

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Michel Bordeleau

MS-MVP - Windows XP Media Center Edition

"Dave Neff" <anonymous@discussions.microsoft.com> wrote in message
news:1da401c48d19\$94034e80\$a601280a@phx.gbl...

> OK, I went through all the same hoops to fix

>

> "To play music in Media Center,
> install Windows Media Player 9 or repair the current
> installation"

>

> Uninstalled SP2, applied all the same HP provided
> patches, reinstall SP2 (fortunately it did not have to re-
> download it, whew).

>

> No difference. I still can't play music from Media
> Center. The HP registry repair utility did run
> successfully before I updated.

>

> There just has to be some registry tweak to fix this.
> Michel's experienced obviously cannot be generalized to
> all of us :-).

>

> Dave

>

>>-----Original Message-----

>>Hi all,

>>

>> I have finally found the time to apply SP2 to my HP
> 873n machine running

>>MCE2004. I know that several people have had issues
> with SP2 on MCE

>>machines and I wanted to run through a real life
> experience and see how it

>>would go for me.

>>

>> Good news! I had problems! :)

>>

>> Even better news... the problems are similar, if not
> the same, as some

>>other people have already posted about here.

>>

>> Excellent news... I found fixes for all of my issues.

>>

>>So, here's the run down...

>>

>> Starting with an HP 873n machine running MCE2004
> (installed from scratch

>>using upgrade CDs provided by HP when 2004 came out).

>>

>> All updates available on WindowsUpdate have been
> applied as they became

>>available.

>>

>> Some HP updates were applied, but the last time I
> visited the HP site for
>>updates was probably in May 2004 or so.

>>

>> I used the SP2 CD that was sent to me as part of my
> MSDN subscription.

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>>This is not the MSDN CD/DVD but rather the "Windows XP
> Service Pack 2 with
>>Advanced Security Technologies" CD that is presumably
> the same you would get
>>if you ordered the CD online.
>>
>>My goal was to install SP2... but my hope was that I
> would run into the
>>problems seen here recently. Knowing that you only get
> problems if you are
>>not prepared, I didn't do a backup of my system (that's
> the only time things
>>go wrong of course). I put in the SP2 and proceeded to
> install. Reboot the
>>machine at the end.
>>
>> Well, first hurdle passed... the machine reboots okay.
>>
>>LiveTV
>>-----
>> Now launch MCE. It launches okay. Good. Go to
> LiveTV... hmm, "Some files
>>are needed blah blah blah"... TV doesn't play. Well,
> that's a start. I
>>closed MCE and relaunched it... LiveTV started playing
> TV... no audio... not
>>a big surprise, the 873n often has this problem. Reboot
> the computer.
>>Launch LiveTV. All is well. Cool. Play previously
> recorded TV... all's
>>well here too.
>>
>>My Music
>>-----
>> Next step. Go to My Music. "Audio Error. To play
> music in Media Center,
>>install Windows Media Player 9 or repair the current
> installation"... ah AH!
>>This is what I was hoping for. :)
>>
>> Okay... go to add/remove problems to repair WMP9
> install... hmm, not there.
>>Fine, download from the MS site and run setup... WMP9
> installs without a
>>complaint... configure, discover music, play some
> tunes. WMP is working
>>fine.
>>
>> Launch "My Music". Same error. Hmm... well, try
> running WMP9 setup again
>>just in case... no go.
>>
>> Hmm... well, now what?
>>
>> During a reboot I used an another computer to visit the
> HP support site and
>>see if there are some new patches or some info on SP2...
> lookadat! Some
>>patches for SP2, including a badly named "Microsoft
> Windows XP Media Center
>>Edition Registry Utility" which, if you read the
> description says:
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>>
>>"This utility updates Microsoft Windows XP Media Center
> Edition registry
>>keys to support Windows XP Service Pack 2."
>>
>>Further on...
>>
>>"Purpose: Recommended
>>Operating System: Microsoft Windows XP Media Center
> Edition
>>Fixes
>>- Enables auto-disconnect feature for dial-up
> connections.
>>- Allows sharing of individual music files within
> Windows Media Player.
>>- Resolves issue preventing you from receiving a fax
> message through Fax
>>Console.
>>"
>>
>>Hmmm, well it mentions WMP, although not in the exact
> same context as my
>>problem. Well, let's apply it. There is also a patch
> for eMuzed and SP2,
>>but when I tried to install it, it said I had a newer
> version of the
>>driver... okay, never mind. (BTW, the URL for the SP2
> patch is
>>http://h10025.www1.hp.com/ewfrf/wc/softwareDownloadIndex?
> product=90829&os=228&cc=ca&lc=en&dest_page=product&dlc=en&
> docname=bph07907&softwareitem=pv-23488-2)
>>
>>Reboot computer, go to My Music. Same problem.
>>
>>Look further into the HP patch for SP2... "... must be
> applied before
>>installing SP2"... oops.
>>
>>Okay, well, what if I reinstall SP2? Proceed with the
> re-install and
>>reboot.
>>
>>Lo and behold! My Music works just fine!
>>
>>phew... so the trick then is to apply all available HP
> patches BEFORE
>>applying SP2 and all seems good (at least for me).
>>
>>I did not have some issues with WinDVD as well but since I
> don't recall the last
>>time I actually used it I can't say it worked fine
> before SP2 or not. I did
>>an HP application recovery on it and it still won't
> load... but the codecs
>>are there and I can play DVDs in WMP and MCE and TV
> works... that's all I
>>care about. :)
>>
>>So... long rambling post... but I wanted to make sure I
> put down everything
>>I did to give as much info as possible to folks having
> problems post SP2.
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>>
>>The bottom line is this: BEFORE applying SP2, please
> visit your OEMs web
>>site and make sure you applying all patches they provide
> and READ all
>>documentation they have regarding SP2.
>>
>>I'll keep playing with my machine to see if there are
> other issues, but so
>>far so good.
>>
>>I hope this information helps others.
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>>
>>Michel Bordeleau
>>MS-MVP - Windows XP Media Center Edition
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