

## Re: Media Center problems after removing SP2

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**From:** Granny (granny\_at\_hotmail.com)

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I realize it's a bit late, but one should always have a good backup before installing something as complex as a service pack.

I also realize most MCE users have purchased a ready built system and do not have their hard drive in more than one partition or have not added an additional hard drive to use a drive imaging program like GHOST or Drive Image.

One should NEVER trust System Restore completely as it does not perform as well as a good backup or drive image.

So sorry to hear of your problem..Wish I could offer you some good help.

Do you have the install CD's for XP Media Center Edition? You could boot from the CD Rom drive with it and do a repair install. That's all I can think of.

jeanette harper

"NH-JimS" <NH-JimS@discussions.microsoft.com> wrote in message news:4A496657-AFFD-430E-9D24-1D336339C365@microsoft.com...

>I have an HP m370n, and it has been working great ever since I got it. I

>got

> the MS Windows XP SP2 via Windows Update and finally decided I should try

> and

> install it. I backed up my files, set a System Restore Point, used MS

> Configuration Utility to do a minimal load boot and then loaded SP2. The

> install failed. I uninstalled it and pretty much got back to where I was,

> however the Media Center no longer recognizes my TV Tuner or Radio. I

> tried

> to do a System Restore, but that also failed.

>

> I did some research (a little late) and discovered that others have had

> similar problems, and that HP has a list of upgrades that must be

> performed

> PRIOR to loading SP2. One of these is a System Restore upgrade. Too

> late.

> I tried loading the System Restore upgrade and then trying to do a

> restore,

> but the restore history is wiped out now.  
>  
> I called HP Tech Support and spent 3 fruitless hours with them. We tried  
> removing the TV Tuner and re-adding it, reloading the original drivers,  
> updating the drivers to the latest version, but I still get the error,  
> "CANNOT LOAD FILES. Some of the files needed to play radio or video are  
> missing or corrupt. Try restarting the computer. Go to Help for  
> additional  
> information." Of course restarting the computer had no effect.  
>  
> Next we tried re-initializing the Media Center software  
> (C:\Windows\ehome\esshell.exe /homepage:fr.welcome.xml  
> /pushstartpage:true),  
> but that kept crashing halfway through and wouldn't recognize my remote  
> despite the fact that I was using the remote to make my selections? I  
> found  
> a Media Center Reset utility on TGB that successfully reset the Media  
> Center  
> interface. After reinitializing it, I now have no My TV in the main menu.  
>  
> I can run ShowBiz, and the TV Tuner works just fine there, so this is not  
> a  
> hardware problem. Somehow, my Media Center part of the OS did not return  
> to  
> the correct state. It would seem to me that I need a way to reload the  
> Media  
> Center part of the OS.  
>  
> The only course of action I can think of now is to try running System File  
> Checker (SFC) or a System Recovery. I haven't used SFC before, but it  
> makes  
> me nervous because it blindly replaces all files it thinks are corrupt or  
> missing without letting you know what they are first and giving you the  
> option not to do anything. I think this would be the same problem with  
> using  
> the System Recovery Tools to do an OS restore. The last resort of course  
> is  
> to do a complete System Recovery and start all over again, but that is  
> pretty  
> drastic. It could take days of time to get to back to where I am now, and  
> everything except the TV and Radio are working fine (the heart of the MC  
> PC  
> however).  
>  
> Has anyone else experienced this, or a similar problem? Or, does anyone  
> have any suggestions as to what to try next? Anyone have any experience  
> with  
> SFC or a partial System Recovery?  
>  
> Thanks,  
>

microsoft.public.windows.mediacenter: Re: Media Center problems after removing SP2

> *Jim*