

Re: recorded tv making a DVD

Source:

<http://www.tech-archive.net/Archive/Windows/microsoft.public.windows.mediacenter/2005-02/3541.html>

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Butch,

Here is a fix that worked for may Gateway 7200 users. It is just terrible that this problem plagues all 7200 media center customers and Gateway has no clue how to fix it yet.

Gateway 7200 MC users,

Gateway is apparently shipping many (if not all) of their 7200 media center computers with a defective installation of the OEM Media Center. The problem is associated with the SonicMCEBurnEngine application. You can verify that this is the problem you are having by following these steps:

- 1) Try to burn a DVD within media center (you'll get the error message about not having a DVD burner installed.)
- 2) Go to Start/Control Panel/Administrative Tools/Event Viewer/Applications.
- 3) Right click on the error and select "Properties". Do you see the SonicMCEBurnEngine error about not finding a device?

Microsoft will not help you with this problem, because it is not their problem. Gateway is your OEM (Original Equipment Manufacturer), and they get deeply discounted desktop licenses because they install the operating system and provide all of the support for the OEM version. The problem? When you call Gateway Tech Support their answer is "What's a Media Center?"

A solution (we think) to this problem was identified on this board by another user about a month ago (Thanks, Tombo). The applications that Gateway uses with the Media Center were created by Sonic. Sonic offers a free trial on their MyDVD software. If you download and install the trial program from Sonic, it apparently replaces the improperly installed burn engine from Gateway.

Here is the text of the message from tombo:

if you download mydvd from this link and install the trial software it will

all work fine it fixed my computer let me know if it works of you
my email is tallytombo@mchsi.com

<http://support.sonic.com/trial/MyDVDTrial.asp?type=desktop&product=cineplayer>

I have installed this on my computer, and it does apparently work. Some users installed it, and then uninstalled it and the fix remained. I installed it, and then left it on my computer without using it, and it seems to still work too. A couple of possible concerns:

1) When I installed it and rebooted my computer the first time, windows generated an error report. I ignored this and rebooted again, and everything worked perfectly.

2) I have noticed that occasionally when I am playing a DVD through media center, the video will hang up. I will then have to rewind a few frames and then hit play again, and everything is o.k. I don't know if this is related to this fix, or if it would have been doing it all along anyway.

Before finding out about this fix, I had made arrangements with Gateway to send my computer back and get a new one. That turned into a real fiasco, with improperly addressed shipping labels and concerns over whether the new computer would work any better. Plus, there were security issues over personal finance files I had already placed on the new computer. In the end, I negotiated a solution in which Gateway provided me with a free copy of Nero Ultra 6 in order to do all of my DVD burning of media center recorded files.

I'm curious, when did you folks buy your new Gateway computer? I received mine around December 21. Gateway received multiple, specific reports of this serious problem (from myself, and several other users on this board) from late December through the first half of January. It is quite sad that they are no closer to fixing the problem as of this date.

Hope this helps,
Harry

"butch" <butch@discussions.microsoft.com> wrote in message
news:1C345F73-738F-4C25-AF3A-8B55A91EAB02@microsoft.com...
> *when i try to create a DVD from shows i recorded i get an error message*
> *(cd/dvd recorder required ensure that you have a cd or dvd recorder*
> *installed*
> *and then select create cd/dvd.) i have both installed on my computer.*
> *GATEWAY*
> *has no clue whats causing this and gave me the run around. does anyone*
> *know*
> *how to handle this?*
> --
> *thanks for your time*