

Re: Linksys Extender Problems

Source:

<http://www.tech-archive.net/Archive/Windows/microsoft.public.windows.mediacenter/2005-08/msg01301.html>

- *From:* "Todd Bowra [MSFT]" <toddbow@xxxxxxxxxxxxxxxxxxxxxxxx>
 - *Date:* Fri, 12 Aug 2005 09:26:57 -0700
-

There could be a malicious picture in the My Pictures folder that's causes the thumbnailer grief (and something similar in My Music/the cover art).

Try this:

- Remove and re-add your MCX to clear out your music/pictures libraries
- .. - Launch the MCX Manager (Start --> All Programs --> Accessories --> Media Center --> Media Center Extender Manager)
- .. - Select your Extender, click Properties, select Remove.
- .. - Select File --> Add a new Extender... and type in the 8-digit code displayed on the TV your MCX is connected to
- The first time you go to My Pictures on the MCX, say no to "do you want to add pictures?"; look at the Windows-provided sample pictures; does this work?
- If yes, add one directory of your pictures; does this work?
- If yes, you've identified the problem as being specific to another group of your pictures; unfortunately, I can't think of a more efficient way than a binary search to narrow down the problematic picture(s)

One more thing - it might be a good idea to run a virus scan with up to date definitions.

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"pcameron" <pcameron@xxxxxxxxxxxxxxxxxxxxxxxx> wrote in message news:AE64C9E4-2DBD-438A-8E9C-B772AE959351@xxxxxxxxxxxxxxxx

> Thanks for your reply! After I choose My Pictures or My Music (for the
> first time after restoring) it asks whether I want to add folders. When I
> select "Yes" it browses the folders OK and adds the ones I select. When
it's
> finished adding folders they appear as available selections. After that,
as
> soon as I attempt to select one of them, "My Music" for example, it begins
to
> display the folders I have on my computer where music is stored. No album
> art comes up, and it only displays the first six or seven folders
> alphabetically "AC/DC" :) etc, then pauses and crashes with the error code
I

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- > mentioned. For what it's worth, after having this trouble with the Linksys
- > extender and getting no help from tech support, I returned it and purchased
- > an Xbox extender and I'm having the exact same problem on that extender.
- > Here is a cut-and-paste of the event log error number 10:
- >
- > The shell process exited unexpectedly.
- >
- > For more information, see Help and Support Center at
- > <http://go.microsoft.com/fwlink/events.asp>.
- >
- > According to article ID #896677 on support.microsoft.com the cause is as
- > follows:
- >
- > "This behavior occurs if programs that are running on the Windows XP Media
- > Center Edition 2005-based computer are incompatible with the Media Center
- > Extender device. For example, this behavior occurs if the program displays
- a
- > program window that is not the Windows XP Media Center Edition 2005 shell.
- If
- > the program window is unrecognized, the connection between the Media
- Center
- > Extender device and the Windows XP Media Center Edition 2005-based
- computer
- > is disconnected.
- >
- > The following programs may display unrecognized windows and cause the
- Media
- > Center Extender connection to be disconnected:
- > . Programs that implement Windows services that interact with the desktop
- > and the display user interface.
- > . Programs that are hosted in Windows services that display a user
- interface.
- > . Windows XP Media Center Edition extensibility programs that are
- > stand-alone executable (.exe) programs.
- > . Windows XP Media Center Edition HTML extensibility programs that open
- > browser windows.
- > . ActiveX controls that are hosted in Windows XP Media Center Edition 2005
- > HTML programs and open windows.
- > . Background executable programs that are started by Windows XP Media
- Center
- > Edition 2005 HTML programs that were written by using Microsoft Visual
- Basic
- > 6 or earlier."
- >
- > I don't have anything running that meets any of these criteria (that I
- know
- > of) that I can identify as the cause of this error, and since I'm getting
- > error ID "10" instead of error ID "8" I'm not even sure I'm on the right
- > track.

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>
> Again, any thoughts would be much appreciated before I return the
equipment
> and call it a day.
>
> Thanks!!
>
>
>
> "Todd Bowra [MSFT]" wrote:
>
>> Is the connection lost when you click on the My Pictures/Music button,
or
>> when the My Pictures/Music experience comes up?
>>
>> Also, what's the exact text you see in the event log?
>>
>> --
>> This posting is provided "AS IS" with no warranties, and confers no
rights.
>>
>>
>> "pcameron" <pcameron@xxxxxxxxxxxxxxxxxxxxxxxxxxxx> wrote in message
>> news:C7CB3DDD-D656-4DB4-B1F6-2B83EB891465@xxxxxxxxxxxxxxxxxxxx
>>> I purchased a media center extender and it works for My TV and My
Videos,
>>> but
>>> as soon as I select My Pictures or My Music the connection is lost
error
>>> code
>>> = 00020002. This happens whether it is hooked up wirelessly or wired.
No
>>> firewall, no anti-spy or other software on my desktop seems to be
causing
>>> the
>>> problem. I have all the most recent updates both for the PC and the
>>> extender. I spent hours on the phone with tech support at Linksys,
>>> Gateway &
>>> Microsoft with no solution. On support.microsoft.com there is an
article
>>> that describes my problem (almost) exactly. Article #896677 "Media
Center
>>> Extender session is disconnected unexpectedly on a Windows XP Media
Center
>>> Edition 2005-based computer" but the workaround offered applies to
error
>>> code
>>> 8 only. My error code is 10 and the description in the event viewer
does
>>> not
>>> provide any details as to which program caused the error. I really

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want

>> this

>>> product to work since I used to work at MS in the eHome group back

when

>> MCE

>>> was still on the drawing board. Can anyone offer any ideas?

>>

>>

>>

>>

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• *Follow-Ups:*

- ◆ **[Re: Linksys Extender Problems](#)**

◇ *From:* pcameron

- ◆ **[Re: Linksys Extender Problems](#)**

◇ *From:* pcameron

• *References:*

- ◆ **[Linksys Extender Problems](#)**

◇ *From:* pcameron

- ◆ **[Re: Linksys Extender Problems](#)**

◇ *From:* Todd Bowra [MSFT]

- ◆ **[Re: Linksys Extender Problems](#)**

◇ *From:* pcameron

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