

## Re: TV Guide won't download, Code 23

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*Source:*

<http://www.tech-archive.net/Archive/Windows/microsoft.public.windows.mediacenter/2005-10/msg01401.html>

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- *From:* "Bill Joy" <[wcjoy@xxxxxxxxxxx](mailto:wcjoy@xxxxxxxxxxx)>
  - *Date:* Sun, 30 Oct 2005 03:17:10 GMT
- 

I have tried:

- (a) Adjusting the current time on my machine up and down one hour. Didn't help.
- (b) Renaming my EPG directory, restarting Media Center (it immediately created a new EPG directory), and going through the guide setup. Failed with the same 23 error code after I entered my zip code, selected which provider I use, and it started to do a download.

"Doug Knox MS-MVP" <[dknox@xxxxxxxx](mailto:dknox@xxxxxxxx)> wrote in message  
<news:elyDE6P3FHA.3900@xxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxx>

Its possible that you're getting a corrupt download. I believe that the guide download is actually connecting to a MySQL database (could be SQL Server) for its information. It could be on their end, it could be in the transport in between.

The only other thing that comes to mind is the day that the US shifts on/off of Daylight Savings time. While I wouldn't think an hour would make any major difference, error 23 usually is linked to time/time zone being incorrect, from what I've observed. You could try setting your clock forward/backward an hour and see what happens.

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Doug Knox, MS-MVP Windows Media Center\Windows Powered Smart Display\Security  
Win 95/98/Me/XP Tweaks and Fixes  
<http://www.dougknox.com>

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Per user Group Policy Restrictions for XP Home and XP Pro  
[http://www.dougknox.com/xp/utills/xp\\_securityconsole.htm](http://www.dougknox.com/xp/utills/xp_securityconsole.htm)  
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Please reply only to the newsgroup so all may benefit.  
Unsolicited e-mail is not answered.

"Bill Joy" <[wcjoy@xxxxxxxxxxx](mailto:wcjoy@xxxxxxxxxxx)> wrote in message  
[news:j2W8f.22593\\$6e1.21189@xxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxx](news:j2W8f.22593$6e1.21189@xxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxx)

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> It seems that everyone is having the same experience as I am --- the  
> problem  
> started today.  
>  
> I have noticed that the tooltip (when I move the mouse over the icon tray  
> item when downloading) gets as high as 36% download completed before the  
> failure. Is it possible the corruption is actually in something which is  
> part of the download --- that the problem is not in our machines?  
>  
> Have you actually forced a guide download today to check this?  
>  
>  
> "Doug Knox MS-MVP" <dknox@xxxxxxxx> wrote in message  
> [news:%23PHgjaP3FHA.2196@xxxxxxxxxxxxxxxxxxxxxxxxxxxx](mailto:news:%23PHgjaP3FHA.2196@xxxxxxxxxxxxxxxxxxxxxxxxxxxx)  
> Thanks to you and the others for posting the info on the log errors. I  
> don't have an answer for you at this time, but.....  
>  
> In a recent discussion with a number of MVP's, it was determined that the  
> majority of us were doing clean installs during the beta testing of Rollup  
> 2  
> (this means a clean OS install, update to the newest MCE drivers for your  
> hardware, apply all Windows Updates that are applicable, make sure that  
> all  
> MCE functions work, then install Rollup 2 and the update to Rollup 2).  
> I've got 3 MCE PC's here, a Gateway, an FIC and a clone, and none of them  
> are experiencing problems. The Gateway and the FIC are used solely as MCE  
> machines with little extra software installed. The clone is used  
> primarily  
> for extenders, as an MCE machine, and as my primary desktop. Its got so  
> much crap on it, it isn't funny.  
>  
> But the General consensus was that clean installs will yield the best  
> results, at this time.  
>  
> ---  
> Doug Knox, MS-MVP Windows Media Center\Windows Powered Smart  
> Display\Security  
> Win 95/98/Me/XP Tweaks and Fixes  
> <http://www.dougknox.com>  
> -----  
> Per user Group Policy Restrictions for XP Home and XP Pro  
> [http://www.dougknox.com/xp/utills/xp\\_securityconsole.htm](http://www.dougknox.com/xp/utills/xp_securityconsole.htm)  
> -----  
> Please reply only to the newsgroup so all may benefit.  
> Unsolicited e-mail is not answered.  
>  
> "Bill Joy" <wejoy@xxxxxxxxxxxx> wrote in message  
> [news:7SU8f.22579\\$6e1.19809@xxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxx](mailto:news:7SU8f.22579$6e1.19809@xxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxx)  
>> Today I experienced this same problem with MSC 2005. I installed Rollup2  
>> several days ago, have never had a problem getting the guide before, and  
>> I

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>> know it has successfully done a download more than once since installing  
>> the  
>> rollup.  
>>  
>> Here is my error information from the log:  
>> Event Info: Unexpected error during load: System.FormatException: Bad  
>> file  
>> format. Cant find section  
>>  
>> at Microsoft.Ehome.Epg.Helper.XmlHelper.ReadToSection(XmlReader Reader,  
>> String SectionName)  
>>  
>> at Microsoft.Ehome.Epg.Loader.Xml.GuideXmlLoader.Run(Object[] arrArgs)  
>>  
>> at Microsoft.Ehome.Epg.Loader.GuideLoadManager.LoadImp()  
>>  
>> Process: DefaultDomain  
>>  
>> Object Name: Media Center Guide  
>>  
>> Note that I did try renaming the directory "c:\documents and settings\All  
>> Users\application data\microsoft\ehome\epg", rebooting, then retrying  
>> again  
>> and had the same failure.  
>>  
>>  
>>  
>>  
>> "Doug Knox MS-MVP" <dknox@xxxxxxx> wrote in message  
>> [news:%23L1WEnO3FHA.636@xxxxxxxxxxxxxxxxxxxxxxxx](mailto:news:%23L1WEnO3FHA.636@xxxxxxxxxxxxxxxxxxxxxxxx)  
>> Click Start, Run and enter EVENTVWR.MSC Open the Applications branch  
>> and  
>> look for any errors related to the Media Center Scheduler. Double click  
>> any  
>> error entries and post back with the contents.  
>>  
>> --  
>> Doug Knox, MS-MVP Windows Media Center\Windows Powered Smart  
>> Display\Security  
>> Win 95/98/Me/XP Tweaks and Fixes  
>> <http://www.dougknox.com>  
>> -----  
>> Per user Group Policy Restrictions for XP Home and XP Pro  
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>> -----  
>> Please reply only to the newsgroup so all may benefit.  
>> Unsolicited e-mail is not answered.  
>>  
>> "Scott" <Scott@xxxxxxxxxxxxxxxxxxxxxxxx> wrote in message  
>> [news:F2F3A640-6EC7-4969-9881-7467924A6EED@xxxxxxxxxxxxxxxx](mailto:news:F2F3A640-6EC7-4969-9881-7467924A6EED@xxxxxxxxxxxxxxxx)  
>>> System time and time zone fine, no McAfee. MCE has been working fine

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>>> with  
>>> this system for a long time. No changes have been made, Guide just  
>>> stopped  
>>> downloading.  
>>> --  
>>> HP zd7000 MCE2005  
>>>  
>>>  
>>> "Doug Knox MS-MVP" wrote:  
>>>  
>>>> Check your system time and time zone. Also, if you have McAfee's  
>>>> Privacy  
>>>> Service installed, uninstall it.  
>>>>  
>>>> --  
>>>> Doug Knox, MS-MVP Windows Media Center\Windows Powered Smart  
>>>> Display\Security  
>>>> Win 95/98/Me/XP Tweaks and Fixes  
>>>> <http://www.dougknox.com>  
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>>>> "Scott" <Scott@xxxxxxxxxxxxxxxxxxxxxxxxxxxx> wrote in message  
>>>> [news:90000E16-775E-4323-AB00-C383CCB3E3E0@xxxxxxxxxxxxxxxxxxxx](mailto:news:90000E16-775E-4323-AB00-C383CCB3E3E0@xxxxxxxxxxxxxxxxxxxx)  
>>>> > I've been using mce for a long time with no problems. Today I got a  
>>>> > Guide  
>>>> > download error popup message. I tried to download manually and got  
>>>> > this  
>>>> > message: "The Guide could not be downloaded for the following reason:  
>>>> > Guide  
>>>> > processing error (Code: 23)". So I tried the Guide setup wizard and  
>>>> > got the  
>>>> > same message and of course the Guide wizard cleared out all of my  
>>>> > already  
>>>> > downloaded Guide data. Anyone know what could be causing my Guide  
>>>> > problem?  
>>>> > Thanks,  
>>>> > Scott  
>>>> > --  
>>>> > HP zd7000 MCE2005  
>>>>  
>>  
>>  
>  
>

- *Follow-Ups:*

- ◆ *Re: TV Guide won't download, Code 23*  
◇ *From: Doug Knox MS-MVP*

- *References:*

- ◆ *Re: TV Guide won't download, Code 23*  
◇ *From: Doug Knox MS-MVP*
- ◆ *Re: TV Guide won't download, Code 23*  
◇ *From: Bill Joy*

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