

Re: Guide program will not download in version 2002

Source:

<http://www.tech-archive.net/Archive/Windows/microsoft.public.windows.mediacenter/2005-11/msg00377.html>

- *From:* "Doug Knox MS-MVP" <dknox@xxxxxxxx>
 - *Date:* Tue, 8 Nov 2005 16:05:52 -0500
-

The use of 3rd party "security" or "privacy" software can have unpredictable results, with many applications. Its fairly quick to troubleshoot, particularly if its the "privacy" variety of software. Simply uninstall it and see if the problem clears. As I said, there is a known issue with McAfee's Privacy Service software and downloading Guide data. And rather than fix it, they just say, "It isn't supported on Media Center".

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

Please reply only to the newsgroup so all may benefit.
Unsolicited e-mail is not answered.

"Chuck" <Chuck@xxxxxxxxxxxxxxxxxxxxxxxxxxxx> wrote in message
news:C2908A0B-B92D-4C5F-A602-963581B258F7@xxxxxxxxxxxxxxxxxxxx

> Thanks for your reply Doug,

>

> Just to be clear, you know of no other reason than to blame it on symantec
> and internet security, that the guide will not work in MCE, and MCE says it
> cannot connect to the internet (even though in standard XP it works fine).

>

> I really want this confirmation from you if possible before I go to
> symantec. As they will surely blame it on MS.

>

> "Doug Knox MS-MVP" wrote:

>

>> My first suspect would be NIS. Particularly any firewall or "privacy" features. McAfee's competing
product includes the Privacy Service, which is known to break guide downloading.

>>

>> --

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>> -----

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>> Please reply only to the newsgroup so all may benefit.
>> Unsolicited e-mail is not answered.
>>
>> "Chuck" <Chuck@xxxxxxxxxxxxxxxxxxxxxxxxxxxx> wrote in message
<news:D4292462-77AE-41C8-8BCE-633895546405@xxxxxxxxxxxxxxxxxxxx>
>> > Doug,
>> >
>> > I am the original writer of this problem which was never quite answered
>> > although Alfonso, has got me thinking with his problem (never did hear back
>> > from Gary at MS)
>> >
>> > I am using Norton Internet Security 2005 with all of the updates to current.
>> > NIS is using its own firewall and security features. Should I be looking at
>> > this as a possible problem? Is there a setting I should change in order to
>> > let MCE connect to the internet and download guide data? As I had mentioned
>> > earlier, when in XP, internet connects just fine, but when in MCE, it says
>> > cannot establish a internet connection.
>> >
>> > Thanks for your input, Chuck
>> >
>> > "Doug Knox MS-MVP" wrote:
>> >
>> >> What antivirus software are you using? McAfee by any chance? If so, did you install the Privacy
Service? If you did, remove the Privacy Service, disabling it isn't sufficient.
>> >>
>> >> --
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>> >> Please reply only to the newsgroup so all may benefit.
>> >> Unsolicited e-mail is not answered.
>> >>
>> >> "Alfonso" <aaac1117@xxxxxxxx> wrote in message
<news:1130993548.377704.220620@xxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxx>
>> >> > Bad luck!
>> >> >
>> >> > See my previous post. I started with 1. Installed antivirus + firewall
>> >> > software. The guide-downloading issue came back! Now MCE indicates it
>> >> > cannot connect to the Internet again.
>> >> >
>> >> > I disabled (not removed) the antivirus + firewall. No luck.
>> >> >
>> >> > I installed rollup 2. No luck.
>> >> >

