

Re: Xbox initiates but loses connection

Source:

<http://www.tech-archive.net/Archive/Windows/microsoft.public.windows.mediacenter/2005-12/msg01215.html>

- *From:* Barb Bowman MVP-Windows <barb@xxxxxxxxxx>
 - *Date:* Tue, 13 Dec 2005 14:09:09 -0500
-

The BEFW11S4 v2 WAP w/ 4 port switch is not a WAP. It is a router that you are trying to use as a WAP. It is listed as incompatible as I already explained. I don't know what the issues are with the devices listed as incompatible. You need to replace it and not relocate it.

<http://www.xbox.com/en-US/live/connect/routerlanding.htm>

Incompatible Routers

These routers have been found to be incompatible with Xbox Live.

DLink Linksys Netgear SMC
DI-754 BEFSR11 MR314 7004VBR
DI-764 BEFW11S4 (v2) RP114 7004WFW
NR041 RP334
RT311
RT314

On Tue, 13 Dec 2005 10:54:03 -0800, ilbarbaro
<ilbarbaro@xxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxx> wrote:

>Actually, I removed the old and supposedly non-compatible wired-only Linksys
>switch. I know have a Netgear FR114P firewall/router connected to the cable
>modem and serving as the gateway, dhcp assignor, and switch for the XBox and
>Laptop in the room it's in. Downstream (in the basement actually) I
>relocated the Linksys wireless WAP w/ 4 port switch such that its uplink port
>is connected to one of the Netgear's ports and the other 3 ports in the
>Linksys are filled with the other 3 cables that run to the other parts of my
>house.

>
>I think my big question is ... why would any of this matter? Did Microsoft
>make the SW especially proprietary in some way so only "certified" network
>devices will support the extender software or is MS using some unique
>implementation of standard networking protocols? Again, the Xbox does
>successfully affiliate with the MCE it just doesn't maintain the connection.

>
>After several weeks, this is simply frustrating as heck. It's not like I'm

Re: Xbox initiates but loses connection

>the only one with the problem. I see the 360s have had a similar program for
>which there is a SW update. Is there a SW update for the regular Xbox that I
>don't know about or should there be?
>
>I just don't understand how Microsoft can design this relatively simple
>capability to work in a broad spectrum of environments representative of
>their large and diverse customer base.
>
>"Barb Bowman MVP-Windows" wrote:
>
>> have you reconfigured your network to have only one single supported
>> router? as I recall you had two routers chained together and were
>> using one as a switch. I can't see in this thread that you
>> reconfigured.
>>
>> On Mon, 12 Dec 2005 19:00:02 -0800, ilbarbaro
>> <ilbarbaro@xxxxxxxxxxxxxxxxxxxxxxxxxxxx> wrote:
>>
>> >Rob,
>> >
>> >Any luck diagnosing the problem with all the information I sent you. I even
>> >tried to see if there was some way I could download an update to the Xbox
>> >Xtender software with no luck.
>> >
>> >"Rob Lehew [MSFT]" wrote:
>> >
>> >> A network trace might help us debug this issue:
>> >>
>> >> 1) download and install
>> >> <http://www.analogx.com/contents/download/network/pmon.htm> (freeware) on the
>> >> Media Center PC that's experiencing the problem
>> >> 2) go to the Windows desktop-->Start menu-->All
>> >> Programs-->AnalogX-->PacketMon and start the "PacketMon" program
>> >> 3) press the "Start" button in the upper-right corner of PacketMon
>> >> 4) go through the motions on the Media Center and MCX device to reproduce
>> >> the problem
>> >> 6) on the Media Center PC, press the "Stop" button on PacketMon
>> >> 7) go to the "File" menu of PacketMon and "Save As..." to a CSV file on your
>> >> machine
>> >> 8) send the CSV file to msft_mcx at hotmail
>> >>
>> >>
>> >>
>> >> --
>> >> This posting is provided "AS IS" with no warranties, and confers no rights.
>> >>
>> >>
>> >> "ilbarbaro" <ilbarbaro@xxxxxxxxxxxxxxxxxxxxxxxxxxxx> wrote in message
>> >> news:7584C09E-9D78-408C-AEC4-9746CB693A2D@xxxxxxxxxxxxxxxxxxxx
>> >> >
>> >> > I'm still confused. Is there some specific missing capability? Do you

Re: Xbox initiates but loses connection

>>>> know
>>>> technically what is preventing MCE Ext from working correctly? My Xbox
>>>> accesses Xbox Live without a problem. It even successfully affiliates w/
>>>> my
>>>> MCE machine. I recently purchased a Netgear FR 114P Firewall/Router which
>>>> I
>>>> intended to swap out with the BEF. Will that work? Where can I find a
>>>> list
>>>> of compatible network devices?
>>>>
>>>> And lest I forget, thank you for all your help!
>>>>
>>>> "Barb Bowman MVP-Windows" wrote:
>>>>
>>>>> It's time to upgrade your Linksys gear. As I recall the BEFW11S4 has
>>>>> an uplink port to uplink a switch TO it. It wasn't designed to be a
>>>>> switch itself. (and by the way, the WAN port on this is only 10 megs
>>>>> half duplex). the BEFW11S4 V2 is listed as NOT compatible with Xbox
>>>>> Live BTW even if you were to run it as a router.
>>>>>
>>>>> On Sat, 3 Dec 2005 19:19:02 -0800, ilbarbaro
>>>>> <ilbarbaro@xxxxxxxxxxxxxxxxxxxxxxxxxxxx> wrote:
>>>>>
>>>>>> Barb,
>>>>>>
>>>>>>> Sorry for the delay. I just haven't had time to focus on this
>>>>>>> frustrating
>>>>>>> ordeal.
>>>>>>>
>>>>>>> I have a Linksys BEFSR41 ver 2 Etherfast Cable/DSL Router with 4 port
>>>>>>> switch
>>>>>>> connected to my Comcast Cable modem. I have no public static IPs on the
>>>>>>> inside. My MCE system is wired directly to this router/switch.
>>>>>>>
>>>>>>> In another room, I have a Linksys BEFW11S4 v2 WAP w/ 4 port switch which
>>>>>>> is
>>>>>>> connected to the BEFSR41 via the uplink port to make everything appear
>>>>>>> as on
>>>>>>> the same logical DHCPed subnet of 192.168.1.100-103. The Xbox (and a
>>>>>>> laptop)
>>>>>>> are wired directly to this switch.
>>>>>>>
>>>>>>> Since the last time I posted, I uninstalled McAfee Desktop Firewall ver
>>>>>>> 8.5
>>>>>>> from my MCE machine and reinstalled my extender software on my Xbox and
>>>>>>> on my
>>>>>>> MCE. Everything seems to install fine until I try to get the Xbox to
>>>>>>> communicate with my MCE then I run into the same old problem where the
>>>>>>> Xbox
>>>>>>> says it lost the connection. In my Event Viewer under Application
>>>>>>> events, it

Re: Xbox initiates but loses connection

>>>> >still detects a succesful affilitation, yet it doesn't work.
>>>> >
>>>> >I don't know if this helps, but I can ping the laptop connected to the
>>>> >BEFW11S4, but when I try to ping the Xbox (which is connected to the
>>>> >same
>>>> >BEFW11S4), the ping times out.
>>>> >
>>>> >Is there anything I can do? What could possibly be causing this? This
>>>> >is
>>>> >truly driving me nuts since this functionality is why I spent so much
>>>> >money
>>>> >on my MCE system and it actually seemed to work initially.
>>>> >
>>>> >
>>>> >"Barb Bowman MVP-Windows" wrote:
>>>> >
>>>>> > which router and do you have the current firmware?
>>>>> >
>>>>> > On Fri, 25 Nov 2005 05:46:03 -0800, Ilbarbaro
>>>>> > <Ilbarbaro@xxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxx> wrote:
>>>>> >
>>>>> >I am behind a linksys router.
>>>>> >
>>>>> >"Barb Bowman MVP-Windows" wrote:
>>>>> >
>>>>>> > you mention a switch. do you have public IPs for all your computers
>>>>>> > from your ISP or are you behind a router (NAT)?
>>>>>> >
>>>>>> > On Thu, 24 Nov 2005 21:53:03 -0800, Ilbarbaro
>>>>>> > <Ilbarbaro@xxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxx> wrote:
>>>>>> >
>>>>>> >>One more thing ...
>>>>>> >
>>>>>>> >>From my MCE machine, I can ping my switch, my provider's DNS and
>>>>>>> >>Gateway
>>>>>>> >>machines, and even another laptop that's on the same local subnet,
>>>>>>> >>but I
>>>>>>> >>can't seem to ping my Xbox, even though I swear I could before.
>>>>>>> >
>>>>>>> >>Additionally, the Xbox gets a valid IP via DHCP and connects to
>>>>>>> >>Xbox Live
>>>>>>> >>just fine.
>>>>>>> >
>>>>>>> >>AAAAAARGH!
>>>>>>> >
>>>>>>> >"Ilbarbaro" wrote:
>>>>>>> >
>>>>>>>> >
>>>>>>>> >>I'm trying to get my Xbox to connect to my HP Pavilion m7160n
>>>>>>>> >>MCE system.
>>>>>>>> >>When I first set it up a few days ago, it seemed to work ok.

Re: Xbox initiates but loses connection

>>>>>>>>> Now, it seems
>>>>>>>>> to affiliate successfully then the connection "unexpectedly"
>>>>>>>>> fails.
>>>>>>>>>
>>>>>>>>> MC, Security and System logs say nothing.
>>>>>>>>>
>>>>>>>>> Application logs states "AffConfirm RQ – Device
>>>>>>>>> {00000000–0000–0000–0000–0050F2532E6A} – Successfully
>>>>>>>>> affiliated" of type
>>>>>>>>> Information, but then has a follow on Warning entry related to
>>>>>>>>> source "Media
>>>>>>>>> Center Extender Services" that states: "VirusScan Enterprise:
>>>>>>>>> Blocked by
>>>>>>>>> behaviour blocking rule '_'.(from MCPASSPC IP 192.168.1.102 user
>>>>>>>>> SYSTEM
>>>>>>>>> running VirusScan Enter 8.0 OAS)"
>>>>>>>>>
>>>>>>>>> I looked through both the settings of my McAfee Virusscan and
>>>>>>>>> Desktop
>>>>>>>>> Firewall settings and can't figure out what setting or so called
>>>>>>>>> "behavior
>>>>>>>>> blocking rule" is blocking it or how to set up an exclusion.
>>>>>>>>>
>>>>>>>>> I disabled the Desktop Firewall and I still had the problem, so
>>>>>>>>> it must be a
>>>>>>>>> Virusscan behavior blocking rule as it suggests. In VS, I have
>>>>>>>>> several
>>>>>>>>> "Prevent ... Remote Creation, Modification, Access to Suspicious
>>>>>>>>> Startups,
>>>>>>>>> and Launching from the Temp Folder. I then disabled on access
>>>>>>>>> scanning and
>>>>>>>>> the blocking rules and I still have the problem.
>>>>>>>>>
>>>>>>>>> Additionally, the last 2 or 3 attempts show the successful
>>>>>>>>> "affiliation" log
>>>>>>>>> but no Warning log of the behavior blocking rule.
>>>>>>>>>
>>>>>>>>> Anybody know exactly what applications/services and related
>>>>>>>>> ports I should
>>>>>>>>> allow to avoid this problem. In no way do I want to simply turn
>>>>>>>>> off my
>>>>>>>>> security apps, especially since I do Xbox live from time to
>>>>>>>>> time.
>>>>>>>>>
>>>>>>>>>
>>>>>>>>> —
>>>>>>>>>
>>>>>>>>> Barb Bowman
>>>>>>>>> MS Windows–MVP
>>>>>>>>> Expert Zone Columnist
>>>>>>>>> <http://www.microsoft.com/windowsxp/expertzone/meetexperts/bowman.msp>

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>> >> >> >> >> <http://blogs.digitalmediaphile.com/barb/>
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• *Follow-Ups:*

- ◆ ***Re: Xbox initiates but loses connection***
 ◇ From: ilbarbaro

• *References:*

- ◆ ***Re: Xbox initiates but loses connection***
 ◇ From: ilbarbaro
- ◆ ***Re: Xbox initiates but loses connection***
 ◇ From: Barb Bowman MVP-Windows
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◆ **Re: Xbox initiates but loses connection**

◇ From: Rob Lehew [MSFT]

◆ **Re: Xbox initiates but loses connection**

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◇ From: ilbarbaro

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- Next by Date: **Re: video card issue**
- Previous by thread: **Re: Xbox initiates but loses connection**
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- Index(es):
 - ◆ **Date**
 - ◆ **Thread**