

## Re: Error Code 13: Guide Info Will Not Download

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*Source:*

<http://www.tech-archive.net/Archive/Windows/microsoft.public.windows.mediacenter/2006-06/msg01539.html>

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- *From:* Mr Smiley <[MrSmiley@xxxxxxxxxxxxxxxxxxxxxxxxxxxxxx](mailto:MrSmiley@xxxxxxxxxxxxxxxxxxxxxxxxxxxxxx)>
  - *Date:* Fri, 30 Jun 2006 07:14:01 -0700
- 

here is where I am with this issue. I have reregistered the time service three times, at first the clock syncs then eventually it registers an error that indicates an invalid handle. I have also rebuilt the winsock service, and reregistered BITS. In additon I tried the workaround where the ehome directory is renamed and MCE successfully created a new directory. When setting up the program guide info MCE finds the the correct cable services for my zip code but hangs when downloading the channel and program info. Any thoughts?

--

dan w  
austin, tx

"Jason Tsang" wrote:

Try re-registering your time service by following these steps...

1. Start->Run cmd.exe
2. net stop w32time
3. w32tm /unregister [ignore error message]
4. w32tm /unregister
5. w32tm /register
6. net start w32time

--

Jason Tsang - Microsoft MVP

Read my blog for the latest in Media Center topics  
(and other topics that interest me)

<http://jtsang.blogspot.com>

More information by me

<http://jtsang.mvps.org>

<http://www.classicsunveiled.com>

Find out about the MS MVP Program -

<http://mvp.support.microsoft.com/default.aspx>

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"Mr Smiley" <MrSmiley@xxxxxxxxxxxxxxxxxxxxxxxxxxxx> wrote in message  
news:0A6702ED-6913-4512-832E-68CC37EE54A4@xxxxxxxxxxxxxxxxxxxx

There are no settings selected in the proxy tab of the lan settings window.  
Also I had the time sync issue resolved yesterday, today it is giving me the invalid handle error message again. I also can not download windows updates.  
The internet connection and firewall can be ruled out as suspects.  
--  
dan w  
austin, tx

"Jason Tsang" wrote:

Do you have any proxy settings set in IE?  
If so, try removing them all. Even 'automatically detect settings'.

Do so in the Internet Options Control Panel, Connections tab, Lan Settings

--  
Jason Tsang – Microsoft MVP

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Find out about the MS MVP Program –  
<http://mvp.support.microsoft.com/default.aspx>

"Mr Smiley" <MrSmiley@xxxxxxxxxxxxxxxxxxxxxxxxxxxx>  
wrote in message  
news:87852000-9317-4285-A4D7-586A5C252BAF@xxxxxxxxxxxxxxxxxxxx

I was able to solve the clock sync issue by resetting the internal clock

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process. However the guide info will still not download. The firewall, McAfee privacy manager, internet connectivity and system clock can be ruled out. Any suggestions? Does Microsoft have a Media center support line?

--  
dan w  
austin, tx

"Mr Smiley" wrote:

Thank you for the reply. I saw this post. It identifies clock synchronization as a potential source of trouble however it offers no direction towards a solution. For some reason my system clock is not in sync with the internet time. The time zone is correct and I have tried several clock servers. The message i am getting is that the handle is invalid. Any thoughts?

--  
dan w  
austin, tx

"Doug Knox MS-MVP"  
wrote:

See  
<http://blogs.msdn.com/astebner/articles/526231.aspx>  
for tips on

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troubleshooting  
this  
particular  
problem.

--  
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.

"Mr  
Smiley"  
<MrSmiley@xxxxxxxxxxxxxxxxxxxxxxxxxxxx>  
wrote in  
message  
<news:4DAD7A80-ED3E-4E86-9795-8D6FCF90DB43@xxxxxxxx>

I  
have  
recently  
started  
seeing

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Error  
Code  
13  
when  
downloading  
the  
guide  
info.  
My  
internet  
connection  
is  
fine,  
the  
error  
appears  
with  
the  
McAfee  
firewall  
disabled  
or  
enabled,  
Privacy  
manager  
is  
always  
disabled.  
Also  
my  
system  
clock  
will  
not  
sync  
with  
any  
of  
the  
internet  
time  
sources.  
This  
issue  
recently  
appeared,  
everything  
had  
been  
working  
fine

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since  
sept.  
The  
event  
viewer  
is  
full  
of  
error  
messages  
related  
to  
time  
sync  
and  
guide  
download.  
Any  
suggestions?  
--  
dan  
w  
austin,  
tx