

# Re: Xbox 360 Lockup

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*Source:*

<http://www.tech-archive.net/Archive/Windows/microsoft.public.windows.mediacenter/2006-09/msg01072.html>

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- *From:* "Jenelle Coberly [MSFT]" <[jenellec@xxxxxxxxxxxxxxxxxxxxxxxx](mailto:jenellec@xxxxxxxxxxxxxxxxxxxxxxxx)>
  - *Date:* Thu, 21 Sep 2006 18:54:11 -0700
- 

We really need to be sure that URGE is causing the issue.

Please download and install MCXTOOLS and MCDIAG from connect

MCXTOOLS is located at

<https://connect.microsoft.com/windows/Downloads/DownloadDetails.aspx?DownloadID=1516>

MCDIAG is located at

<https://connect.microsoft.com/windows/Downloads/DownloadDetails.aspx?DownloadID=664>

Please clear all your events in eventvwr  
repro your issue with recorded TV

Create a bug using connect and attached a MCDIAG snapshot to the bug.

Your assistance to track this down is greatly appreciated.

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"Sketch – Nick" <[SketchNick@xxxxxxxxxxxxxxxxxxxxxxxx](mailto:SketchNick@xxxxxxxxxxxxxxxxxxxxxxxx)> wrote in message  
<news:8D8FFB08-0734-4895-89B6-005F9B621374@xxxxxxxxxxxxxxxx>

I forgot to tell you I haven't downloaded anything from URGE.

"Sketch – Nick" wrote:

Watched TV for a while and it wouldn't lock up.

It did lock up when I watched recorded content. (Same error message.)

Is there a work around for this right now?

"Jenelle Coberly [MSFT]" wrote:

This may be the cause. We have some known issues with  
Urge that we are  
actively working on. We generally do not see this behavior  
when

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watching TV  
though.

Have you downloaded Urge content to your Vista PC or do  
you just have  
Urge  
installed?

Can you please clear all your events and try to repro one  
more time to  
be  
sure this message is associated with the behavior you are  
seeing.

--

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"Sketch - Nick"

<SketchNick@xxxxxxxxxxxxxxxxxxxxxxxxxxxx> wrote in  
message

[news:73C76C48-C691-43BF-AFF6-43E95490052B@xxxxxxxxxxxxxxxxxxxx](mailto:news:73C76C48-C691-43BF-AFF6-43E95490052B@xxxxxxxxxxxxxxxxxxxx)

Okay I had some time to test it a little more  
today. Here is what I  
found  
out..

Watching recorded TV today after 2 minutes  
it locked up, screen did  
not  
blank out. During this time I was playing  
around on my computer. I  
checked  
the event viewer and it had a critical error:

An unauthorized window was detected while  
running the Windows Media  
Center  
Experience, 'URGE', with file name  
'C:\Program Files\Windows Media  
Player\wmplayer.exe'.

Log Name: Media Center  
Source: McrMgr  
Event ID: 107  
Level: Error  
User: N/A

Looking through similar errors I've also have

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the error with this  
file:

An unauthorized window was detected while  
running the Windows Media  
Center  
Experience, 'URGE', with file name  
'C:\Windows\System32\dlhhost.exe'.

I was able to hit the back would let me  
navigate the menus but I  
couldn't  
resume the show. It was like it was paused  
with no way to un-pause.  
I  
hit  
the stop button and it gave me a resume  
option. This started the  
show  
again,  
however it didn't resume it where it locked  
up, it started where I  
last  
successfully stopped the show.

After restarting the show I was able to watch  
again for 20 minutes  
before  
it  
went to a blank screen. I was able to restart  
the same way as above.  
However it didn't show anything new in the  
event viewer.

It does the same thing with live TV, is there  
anything else you'd  
like me  
to  
try it with?  
I did install URGE with MP11 could that be  
the problem?

"Jenelle Coberly [MSFT]" wrote:

Thank you for the  
clarification.

When the Xbox 360 locks  
do you have to power it off

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and back on to  
recover  
or can you exit to the  
dashboard?  
Please also follow up on the  
remaining questions  
Can you look in your  
eventviewer both system  
and application events  
and  
see  
if there are any error  
messages during the time  
this issue occurs?  
Are you able watch other  
content without hitting a  
lock?

--

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"Sketch – Nick"

<SketchNick@xxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxx>

wrote in  
message

[news:4BE2FE16-5E30-4E48-84D5-15361B061C1E@xxxxxxxxxxxxxxxxxxxx](mailto:news:4BE2FE16-5E30-4E48-84D5-15361B061C1E@xxxxxxxxxxxxxxxxxxxx)

It's my  
Xbox 360  
that keeps  
locking up,  
not my PC.

"Jenelle  
Coberly  
[MSFT]"  
wrote:

Please  
clarify.  
is  
your  
the  
Media  
Center  
PC  
is

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locking  
up?  
Can  
you  
look  
in  
your  
eventviewer  
both  
system  
and  
application  
events  
and  
see  
if  
there  
are  
any  
error  
messages  
during  
the  
time  
this  
issue  
occurs?

Are  
you  
able  
watch  
other  
content  
without  
hitting  
a  
lock?

--  
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no  
rights.

"Sketch

–

Nick"

<SketchNick@xxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxx>

wrote

in

message

news:9C6CE1AB-1BF0-476A-B39D-0085C6233365@xxx

My  
360  
is  
setup  
as  
an  
extender.  
I'm  
running  
RC1,  
and  
whenever  
I'm  
doing  
something  
on  
the  
computer  
it  
locks  
up.  
Not  
at  
first  
but  
after  
10–15  
minutes  
of  
play.  
My  
computer  
rates  
as  
a  
3.6,  
and  
that's  
because

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of  
the  
processor  
speed.  
Anyone  
having  
the  
same  
issue?  
Any  
fixes  
for  
this?