

# Re: 360/Vista Media Center Crashing

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- *From:* tanda <[tanda@xxxxxxxxxxxxxxxxxxxxxxxxxxxxxx](mailto:tanda@xxxxxxxxxxxxxxxxxxxxxxxxxxxxxx)>
  - *Date:* Wed, 28 Feb 2007 06:09:32 -0800
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Thanks Todd.

Ok to answer your question: before the system was completely frozen (except Guide button) and nothing could get me back.

Now I did a clean install of Vista and now the only issue seems to be the one you suggest below: it freezes but pressing the green button brings it back....

I already found in the forums that this is supposedly because of a typical HP application that HP installs with Vista: Picasso. However I turned that off in Media Center and that doesn't help... Other than Picasso there seems to be nothing in the programs list that could interfere (only the default ms games are listed).

Thanks for any further guidance,

Thijs

"Todd Bowra [MSFT]" wrote:

When it appears to be frozen, try pressing the green/Start button on the remote control; are you then able to control the Media Center interface? If so, it appears that an application has launched in the Extender session and stolen focus. Once you've confirmed this, we can attempt to identify that application.

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"tanda" <[tanda@xxxxxxxxxxxxxxxxxxxxxxxxxxxxxx](mailto:tanda@xxxxxxxxxxxxxxxxxxxxxxxxxxxxxx)> wrote in message [news:8918571A-EF54-4961-93D4-AD0A9B73A958@xxxxxxxxxxxxxxxxxxxx](mailto:news:8918571A-EF54-4961-93D4-AD0A9B73A958@xxxxxxxxxxxxxxxxxxxx)

Hi All,

I have the exact same problem as the original poster (ali). I have a brand new HP Pavilion 7780 with Vista Home Premium.

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MC works fine on the PC but on the 360 after a couple of seconds upon loading it freezes completely and only the guide button keeps on working.

I already did a clean install of Vista but that didnt help. I disabled all programs in media center to make sure these cant cause the issue either.

I am desperate – this is one of the reasons for me to buy this PC.

Thanks,

Thijs

"ali@xxxxxxxxxxxxxx" wrote:

Hi Guys,

Thanks for your help but that isn't the problem. The remotes are fine and I can use the Xbox side of things even when MCE on the 360 freezes up (ie, I can change volume, press the guide button etc, but I can't navigate the MCE interface as it's frozen).

I'd already gone through the whole set up using the 'add extender' and – occassionally when the thing doesn't freeze – I can get to the guide and all my media just fine.

I tried a new NIC card yesterday but that hasn't helped.