

# Re: Video Error with Xbox 360 Extender

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*Source:*

<http://www.tech-archive.net/Archive/Windows/microsoft.public.windows.mediacenter/2007-04/msg00445.html>

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- *From:* Henri <Henri@xxxxxxxxxxxxxxxxxxxxxxxxxxxxxx>
  - *Date:* Mon, 9 Apr 2007 22:10:03 -0700
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Hi

- Yes the tv plays fine on the PC but get the error when I try play it on the xbox. I can play the sample wmv files that come with Vista on the xbox without problem but any other files I try play also get the Video error.
- I have sent the log files to you as they didn't help me much but there is a COM error when the xbox tries to play the TV.
- This was an upgrade on top of XP
- Haven't installed any language packs
- No this has never worked.

"Todd Bowra [MSFT]" wrote:

Please provide additional details regarding the behavior you see:

- Confirming - TV plays on the PC, but you get video error when you attempt to play it on your Xbox 360? (for all TV content, both live and recorded)
- Did you check the Application, System, Media Center, and Security Event Viewer logs? (or just the Media Center log?)
- If you check the Application, System, Media Center, and Security Event Viewer logs (right click My Computer --> Manage), are there any errors corresponding to the time that you tried to play TV?
- If you temporarily connect your PC directly to your Xbox 360 using an Ethernet cable (eliminating your router), does this behavior still occur?
- Does WMV video content play without issue?
- Is this a clean install of Windows Vista, an upgrade on top of Windows XP, or an upgrade on top of a Windows Vista beta/RC?
- Have you installed any Windows language packs?
- Has this ever worked?

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"Henri" <Henri@xxxxxxxxxxxxxxxxxxxxxxxxxxxxxx> wrote in message  
<news:22268912-3FD8-4DB0-ABC5-1B5AC542F53A@xxxxxxxxxxxxxxxxxxxx>

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It's all fine and well to trash everything already on the machine but I can't get some of my software back so this isn't a good solution and I have the same problem. Surely Microsoft has got to come up with a fix which does not involve trashing the current installation of Vista. Has anyone got any other solutions I can try ?

"B.Burnett" wrote:

Todd,  
I have now resolved this issue with help from Dell Computers. Here is the solution which I must say is quite drastic:

Step 1: Run the Disk Error Checking Utility in Microsoft® Windows VistaT.  
Automatically fix file system errors  
Scan for and attempt recovery of bad sectors  
=====

Step 2: Reboot the system to Microsoft® Windows VistaT Recovery Environment (WinRE) and run Startup Repair.  
=====

Step 3: Roll back your system to factory default settings:  
=====

As you can imagine this total reinstallation took quite a while and it was a good thing I had a good back up system for my data as it obviously involves reformatting the HD. I would be interested to know why I had the problem in the first place.

Anyway, I guess you will be pleased to hear I'm off your back for now. However, in response to your other questions. Try searching the internet for "Video Error with Xbox 360" in particular look on this site and also

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Xbox.com  
and The Green Button website. All these have reports about  
"Video Error"  
problems when trying to connect the Xbox to Media Center  
PC.

"Todd Bowra [MSFT]" wrote:

One more thing – please check the  
Application, System, and Security  
Event  
Viewer logs (right click My Computer -->  
Manage) for any errors  
corresponding to the time that you tried to  
play TV; are there any?

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"Todd Bowra [MSFT]"

<toddbow@xxxxxxxxxxxxxxxxxxxxxxxx> wrote  
in message

[news:OgnHK68bHHA.4772@xxxxxxxxxxxxxxxxxxxxxxxx](mailto:news:OgnHK68bHHA.4772@xxxxxxxxxxxxxxxxxxxxxxxx)

Can you point me to these  
user reports? If there is an  
issue with as  
broad an impact as you cite,  
I'd very much like to dig  
into  
it/understand  
it (for that matter, I want to  
understand it even if it's just  
the  
two/three of you).

Given that you are seeing  
similar behavior, please also  
provide the  
below  
information:  
– Does TV playback work  
directly on the PC? Also,  
are you able to  
play  
WMV content on your  
Xbox 360 from within  
Media Center?

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- Is this a clean install of Windows Vista, an upgrade on top of Windows XP,
  - or an upgrade on top of a Windows Vista beta/RC?
  - Have you installed any Windows language packs?
  - Has this ever worked?
  - What is the make/model and driver version of the network card in your PC?
  - How does your Xbox 360 connect back to your PC? (wired/wireless?)
- Please provide information regarding the topology of your home network and make/model/firmware version for your home router

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"BK - Ontario" <BK - Ontario@xxxxxxxxxxxxxxxxxxxxxxxxxxxx> wrote in message [news:48180934-4CA0-4B81-B9C9-4667C4DA3646@xxxxxxxxxxxxxxxxxxxxx](mailto:news:48180934-4CA0-4B81-B9C9-4667C4DA3646@xxxxxxxxxxxxxxxxxxxxx)

I have this same problem, and agree based on my research, there is hundreds of other Vista/XBox360 users with the same

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problem.  
MS needs  
to  
address  
this,  
especially  
with the  
noise about  
their  
competitors  
product  
working so  
well.

"B.Burnett"  
wrote:

Since  
posting  
this  
question  
I  
have  
noticed  
that  
there  
are  
numerous  
Vista  
users  
with  
the  
same  
or  
a  
very  
similar  
problem.  
Some  
of  
them  
were  
previously  
successfully  
running  
their  
Xbox  
as  
an  
Extender

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with  
MC  
running  
on  
a  
Windows  
XP  
PC.  
Now  
the  
video  
files  
that  
they  
were  
playing  
won't  
run  
from  
the  
PC  
running  
under  
Vista.  
It  
seems  
pretty  
obvious  
to  
me  
that  
the  
issue  
is  
probably  
within  
Vista.  
Unfortunately,  
nobody  
at  
MS  
seems  
to  
have  
noticed  
this  
and  
continue  
to  
muddle  
along

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trying  
to  
put  
the  
blame  
on  
3rd  
party  
software  
&  
hardware.

"B.Burnett"  
wrote:

Can  
anybody  
help?.  
I  
have  
setup  
my  
Xbox  
as  
a  
Media  
Center  
Extender.  
The  
Media  
Center  
PC  
is  
running  
Windows  
Vista.  
I  
have  
successfully  
been  
able  
to  
play  
Music,  
display  
Photographs  
and  
run  
slideshows  
through

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the  
Xbox  
Extender.  
However,  
I  
am  
unable  
to  
get  
live  
or  
recorded  
TV  
or  
Video  
to  
play  
through  
the  
Xbox.  
The  
following  
message  
is  
displayed:

Video  
Error  
–  
Files  
needed  
to  
display  
video  
are  
not  
installed  
or  
not  
working  
correctly.  
Please  
restart  
Windows  
Media  
Center  
or  
restart  
the  
computer.

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I  
have  
tried  
restarting  
both  
Windows  
Media  
Centre  
and  
the  
computer  
but  
have  
had  
no  
success.

I'm  
not  
sure  
if  
this  
is  
a  
connected  
issue  
but  
I  
get  
the  
following  
error  
message  
on  
the  
PC  
when  
I  
attempt  
to  
run  
live  
or  
recorded  
TV  
through  
the  
Media  
Centre  
Extender  
:

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Logitech  
LVPrsSrv  
Module.  
Stopped  
working  
and  
was  
closed.