

Re: Video Error with Xbox 360 Extender

Source:

<http://www.tech-archive.net/Archive/Windows/microsoft.public.windows.mediacenter/2007-04/msg00634.html>

- *From:* Henri <Henri@xxxxxxxxxxxxxxxxxxxxxxxxxxxxxx>
 - *Date:* Fri, 13 Apr 2007 09:46:01 -0700
-

Hi

I was incorrect in saying that my converted files were wmv. They were actually mpeg files and those won't play. What I did was convert these files into wmv (different resolutions) and they played fine. It appears that the only video that will play on the xbox is wmv files irrespective of differences in quality of the video in the wmv file.

"Todd Bowra [MSFT]" wrote:

Can you try the following:

- 1) Clear your event logs
- 2) Attempt to play one of your videos
- 3) Immediately check the event logs for errors and make note of any that appear
- 4) Repeat steps 1-3 two more times

Even though you're getting different errors each time, this will still help narrow things down.

Also, can you provide information regarding how you encoded these WMV files? Specifically, what is the resolution, bit-rate, and format of the video and the sample rate, bit-rate, and format of the audio?

—

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"Henri" <Henri@xxxxxxxxxxxxxxxxxxxxxxxxxxxxxx> wrote in message <news:4AD59A7B-B981-4A2A-8E6C-90B84325A83E@xxxxxxxxxxxxxxxxxxxx>

I also saw this message in the application log

Faulting application mcrmgr.exe, version 6.1.6000.16386, time stamp 0x4549b899, faulting module ntdll.dll, version 6.0.6000.16386, time stamp 0x4549bdc9, exception code 0xc0000005, fault offset 0x0003b15f, process id 0x135c, application start time 0x01c77cbd5c57f5f7.

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It doesn't look like I get the same error messages all the time. I tried disabling my McAfee firewall but that did nothing either.

"Todd Bowra [MSFT]" wrote:

What other files have you tried playing? (you mentioned "any other files I try play also get the Video error."). Also, does the COM error appear every time that you try to play TV? If so, can you post it here?

--
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"Henri" <Henri@xxxxxxxxxxxxxxxxxxxxxxxxxxxx> wrote in message news:3BC81092-E126-4128-B8A8-FDF7B8004C1B@xxxxxxxxxxxxxxxxxxxx

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:

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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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rights.

"Henri"

<Henri@xxxxxxxxxxxxxxxxxxxxxxxxxxxx>

wrote in message

news:22268912-3FD8-4DB0-ABC5-1B5AC542F53A@xxxxxxxxxxxxxxxxxxxx

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:

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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
Vista™.
Automatically
fix
file
system
errors
Scan
for
and
attempt
recovery
of
bad
sectors

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Step
2:
Reboot
the
system
to
Microsoft®
Windows
Vista™
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

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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.

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Try
searching
the
internet
for
"Video
Error
with
Xbox
360"
in
particular
look
on
this
site
and
also
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

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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?

—
This
posting
is
provided
"AS
IS"
with
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warranties,
and
confers
no
rights.

"Todd

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Bowra
[MSFT]"
<toddbow@xxxxxxxxxxxxxxxxxxxxxxxx>
wrote
in
message
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

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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?

–
Is
this
a
clean
install
of
Windows
Vista,

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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

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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

This
posting
is
provided
"AS
IS"
with
no
warranties,
and
confers
no
rights.

"BK
-
Ontario"
<BK
-
Ontario@xxxxxxxxxxxxxxxxxxxxxxxxxxxx>
wrote
in
message
news:48180934-4CA0-4B81-B9C9-4667C

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

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

"B.Burnett"
wrote:

Can
anybody
help?.
I
have
setup
my
Xbox
as
a

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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
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:

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

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
:
Logitech
LVPrsSrv
Module.
Stopped
working
and
was
closed.