

# 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/msg00831.html>

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- *From:* "Todd Bowra [MSFT]" <[toddbow@xxxxxxxxxxxxxxxxxxxxxxxx](mailto:toddbow@xxxxxxxxxxxxxxxxxxxxxxxx)>
  - *Date:* Tue, 17 Apr 2007 20:26:10 -0700
- 

The issue you are seeing playing MPEG files with McAfee installed is due to problems that arise when a TDI filter driver is installed (which many firewalls do). A fix is available for this issue and may be obtained by calling product support (additional details are available here: <http://support.microsoft.com/kb/933049>).

Regarding your TV issue, I'm not clear regarding whether you are or are not seeing errors logged in Event Viewer. For the below error, did this happen once, does it happen only when you start Live TV (and not recorded TV), or .... ?

DETAIL –

1 user registry handles leaked from  
\\Registry\User\S-1-5-21-1757981266-492894223-839522115-1012:  
Process 3204 (\\Device\\HarddiskVolume1\\Windows\\System32\\winlogon.exe) has  
opened key \\REGISTRY\\USER\\S-1-5-21-1757981266-492894223-839522115-1012

—  
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"Henri" <[Henri@xxxxxxxxxxxxxxxxxxxxxxxx](mailto:Henri@xxxxxxxxxxxxxxxxxxxxxxxx)> wrote in message  
[news:5224953C-D716-446F-A887-74BBBCC17573@xxxxxxxxxxxxxxxx](mailto:news:5224953C-D716-446F-A887-74BBBCC17573@xxxxxxxxxxxxxxxx)

Ok I have some progress. I uninstalled McAfee firewall and virus protection and now the mpeg files are playing on the xbox. Previously I had just disabled the firewall but I still could not play the vids. The mpegs are mpeg1 and mpeg2. I still get the video error when I try start the tv or try and watch a recorded program.

This is the error I see in the application log when I try and start the tv.

Windows detected your registry file is still in use by other applications or services. The file will be unloaded now. The applications or services that

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hold your registry file may not function properly afterwards.

DETAIL –

I user registry handles leaked from  
\\Registry\User\S-1-5-21-1757981266-492894223-839522115-1012:  
Process 3204 (\\Device\\HarddiskVolume1\\Windows\\System32\\winlogon.exe) has  
opened key \\REGISTRY\\USER\\S-1-5-21-1757981266-492894223-839522115-1012

I have tried to start and stop the tv several times and I don't get any errors in any of the log files. Something which is interesting now is that previously the xbox appeared to be hanging and the only way I could get out of the mc connection was to restart the xbox. Now I just have to push the back button on the control of the xbox to get out of the error message. Clearly part of the problem was McAfee. I have disabled the Vista Defender and the firewall however I don't know if it's possible to remove them completely to test if they are causing the problem still.

Thanks for all your help so far I'm sure we are going to crack this problem soon.

"Todd Bowra [MSFT]" wrote:

Are they MPEG-1, MPEG-2, or MPEG-4? Assuming they are MPEG-1 or -2, do you have any thrid-party firewall/antivirus/parental control/privacy guard software installed?

—  
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"Henri" <Henri@xxxxxxxxxxxxxxxxxxxxxxxxxxxx> wrote in message [news:BF585667-4A8D-4B2A-B94C-8CA91899C73D@xxxxxxxxxxxxxxxxxxxx](mailto:news:BF585667-4A8D-4B2A-B94C-8CA91899C73D@xxxxxxxxxxxxxxxxxxxx)

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.

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"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@xxxxxxxxxxxxxxxxxxxxxxxxxxxx>  
wrote in message

[news:4AD59A7B-B981-4A2A-8E6C-90B84325A83E@xxxxxxxxxxxxxxxxxxxx](mailto: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

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id  
0x135c, application start  
time 0x01c77cbd5c57f5f7.

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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rights.

"Henri"

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<Henri@xxxxxxxxxxxxxxxxxxxxxxxxxxxx>

wrote in

message

[news:3BC81092-E126-4128-B8A8-FDF7B8004C1B@xxxxxxxxxx](mailto:news:3BC81092-E126-4128-B8A8-FDF7B8004C1B@xxxxxxxxxx)

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

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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

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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)

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-

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

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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,

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or  
an  
upgrade  
on  
top  
of  
a  
Windows  
Vista  
beta/RC?

–  
Have  
you  
installed  
any  
Windows  
language  
packs?

–  
Has  
this  
ever  
worked?

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

"Henri"  
<Henri@xxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxx>  
wrote  
in  
message  
[news:22268912-3FD8-4DB0-ABC5-1B5AC542F5](mailto:news:22268912-3FD8-4DB0-ABC5-1B5AC542F5)

It's  
all  
fine  
and  
well

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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

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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  
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

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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

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

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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?

--  
This  
posting

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

"Todd  
Bowra  
[MSFT]"  
<toddbow@xxxxxxxxxxxxxx  
wrote  
in  
message  
<news:OgnHK68bHHA.4772>

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

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(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?

–

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

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

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"BK

–

Ontario"

<BK

–

Ontario@xxxxxxxxx

wrote

in

message

[news:48180934-4C2](mailto:news:48180934-4C2)

I

have

this

same

problem,

and

agree

based

on

my

research,

there

is

hundreds

of

other

Vista/XBox?

users

with

the

same

problem.

MS

needs

to

address

this,

espically

with

the

noise

about

their

competitors

product

working

so

well.

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21

"B.Burnett"  
wrote:

Since  
post  
this  
ques  
I  
have  
notic  
that  
there  
are  
num  
Vista  
user  
with  
the  
same  
or  
a  
very  
simi  
prob  
Som  
of  
them  
were  
prev  
succ  
runn  
their  
Xbo  
as  
an  
Exte  
with  
MC  
runn  
on  
a  
Win  
XP  
PC.  
Now  
the  
vide  
files  
that  
they

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were  
play  
won  
run  
from  
the  
PC  
runn  
unde  
Vista  
It  
seen  
prett  
obvi  
to  
me  
that  
the  
issue  
is