

Re: Media Centre stalls on Xbox

Source:

<http://www.tech-archive.net/Archive/Windows/microsoft.public.windows.mediacenter/2007-08/msg00481.html>

- *From:* Hamo <Hamo@xxxxxxxxxxxxxxxxxxxxxxxxxxxxxx>
 - *Date:* Tue, 14 Aug 2007 18:58:02 -0700
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PC Model: ASUS F3SV Notebook (T7500, 2G RAM, Santa Rose chipset etc etc – the American specs can be found here:

<http://www.asus.com/products.aspx?l1=5&l2=26&l3=316&l4=0&model=1661&modelmenu=2>

– please note that the Aussie variety differs very slightly but is essentially the same thing – just AUSUS.au hasnt updated their site with this model yet). PC is running Vista Ultimate.

The 360 only ever shows a black screen with the Media Centre logo and text indicating 'connecting' including a 'connecting animation' – Im not sure if thats the start page or not as that is as far as it gets.

I will get back to you on the mcrmgr event (Im at work at present)

Security – Im only using the Symantic stuff (Norton Protection Centre) and windows. I have tried turning all firewalls off and just using the windows one – no difference, so continue to use the Norton firewall.

Timecode – I will have to run an experiment tonight to confirm for sure, however the event indicated is the only one that constantly appears during the time I have tried to get it all connected (I have spent countless hours on it).

"Todd Bowra [MSFT]" wrote:

And a few more on top of that:

- What is the make/model of your PC?
- Does your Xbox 360 ever show the Media Center start page before showing the error message? (it sounds like the answer is no)
- Is there an mcrmgr event ID 113 in the Media Center event log?

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"Todd Bowra [MSFT]" <toddbow@xxxxxxxxxxxxxxxxxxxxxxxxxx> wrote in message <news:%23Kuvret3HHA.3600@xxxxxxxxxxxxxxxxxxxxxxxxxx>

One more thing – what firewall/privacy/anti-spyware/anti-virus software do

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you have installed on your PC?

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"Todd Bowra [MSFT]" <toddbow@xxxxxxxxxxxxxxxxxxxxxx> wrote in message
news:eqfNCdt3HHA.1484@xxxxxxxxxxxxxxxxxxxxxx

Double-checking – is this a final copy of Windows Vista or a pre-release copy?

Also, does the timecode on the below event perfectly match the time at which the Xbox did not connect?

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"Hamo" <Hamo@xxxxxxxxxxxxxxxxxxxxxx> wrote in message
news:0A51FC5E-3772-4B08-B460-83611189A710@xxxxxxxxxxxxxxxxxxxxxx

I connected as said, changed network to private and continue to get the same problem. I notice that I can see the xbox360 at all times but can only see the extender whilst the xbox is trying to load WMC, then it disappears and the xbox says there isnt enough bandwidth.

Ive checked the Event Viewer and the only thing that I can see is an Information alert under Application, Event ID 6003, "The winlogon notification subscriber <TrustedInstaller> was unavailable to handle a critical notification event."

Details:

Event
xmlns="<http://schemas.microsoft.com/win/2004/08/events/event>>
- <System>

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<Provider
Name="Microsoft-Windows-Winlogon"
Guid="{DBE9B383-7CF3-4331-91CC-A3CB16A3B538}"
EventSourceName="Wlclntfy"
</Provider
>
<EventID
Qualifiers="32768">6003</EventID>
<Version>0</Version>
<Level>4</Level>
<Task>0</Task>
<Opcode>0</Opcode>
<Keywords>0x8000000000000000</Keywords>
<TimeCreated
SystemTime="2007-08-14T09:38:47.000Z"
</TimeCreated
>
<EventRecordID>1851</EventRecordID>
<Correlation />
<Execution ProcessID="0" ThreadID="0" />
<Channel>Application</Channel>
<Computer>hamo-PC</Computer>
<Security />
</System>
- <EventData>
<Data>TrustedInstaller</Data>
<Binary>D9060000</Binary>
</EventData>
</Event>

"Todd Bowra [MSFT]" wrote:

Please try directly
connecting your PC to your
Xbox 360 using an
Ethernet
cable (completely bypassing
your router) to
identify/eliminate your
router
as the source of the
problem. Note that because
you are bypassing your
home
router, you'll need to
manually toggle the network
type back to Home in
the
Windows Firewall settings
when you switch to a direct
connection.

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Also, check the Application,
System, Media Center, and
Security Event
Viewer
logs (right click Computer
--> Manage) for any errors
corresponding to
the
time that you saw this
behavior.

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"Hamo"
<Hamo@xxxxxxxxxxxxxxxxxxxxxxxxxxxx>
wrote in message
news:59FDB60F-046A-44B3-8DD2-D4C32Aafb71E@xxxxxxxxxxxxxxxxxxxx

Please help!
I have
connected a
360 to my
wireless
router via
ethernet,
and
connected
the Vista
Ultimate PC
to the router
- also by
ethernet.
The
360
connects
fine to the
PC and I
can stream
music and
photos.
However,
Media
Centre does
not connect.
I can check
network
performance

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of the
extender
whilst its
trying to
connect and
it only
shows one
to two bars
in the
graph.

After a few
minutes of
trying to
connect, the
xbox
reports that
an
unexpected
error
occured and
that it may
be due to
bandwidth,
or the
PC is
off etc.
Obviously
none of this
sounds
correct.

Is there
likely to be
something
on the
router
settings that
is
preventing
the
appropriate
bandwidth?
Its an Open
iconnect
625w
modem/router,
laptop –
2.2 ghz
(core 2
duo), 2 gig

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ram etc etc
(is brand
new).

The same
problem
occurs
regardless
of firewall
on or off.

Any clues?