

# Re: Media Centre stalls on Xbox

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*Source:*

<http://www.tech-archive.net/Archive/Windows/microsoft.public.windows.mediacenter/2007-08/msg00496.html>

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- *From:* Hamo <[Hamo@xxxxxxxxxxxxxxxxxxxxxxxxxxxxxx](mailto:Hamo@xxxxxxxxxxxxxxxxxxxxxxxxxxxxxx)>
  - *Date:* Wed, 15 Aug 2007 03:46:02 -0700
- 

The security is Norton Protection Centre, vers: Media SKU: 10746838-IN. The only other security is whatever came with Vista (windows firewall not running at same time as Norton), and the ASUS finger print scanner. TPM is enabled although I havent used it for anything.

Ive checked the Event Viewer thoroughly. There is no Event ID 113. In fact there is nothing in the Media Centre events that correspond to the same time stamp.

The only other events that occur at exactly the same time I try to start the WMC on the 360:

Event ID 6003 as previously indicated (occurs every time without fail).

Four Security Events occur: 5058, 5061, 5069, 5069. As these all appear as Audit Success I assume they are not part of the problem.

System events: 1002: 1003, 1004. All are listed as Information Events: 'PnP-X IP Bus Enumerator Service'. They are, respectively:

```
- <Event xmlns="http://schemas.microsoft.com/win/2004/08/events/event">
- <System>
  <Provider Name="Microsoft-Windows-IPBusEnum"
  Guid="{cd032e15-15ad-4da4-afc6-03bf83516195}" />
  <EventID>1002</EventID>
  <Version>0</Version>
  <Level>4</Level>
  <Task>0</Task>
  <Opcode>0</Opcode>
  <Keywords>0x8000000000000010</Keywords>
  <TimeCreated SystemTime="2007-08-15T09:40:15.611Z" />
  <EventRecordID>8861</EventRecordID>
  <Correlation />
  <Execution ProcessID="1320" ThreadID="4128" />
  <Channel>System</Channel>
  <Computer>hamo-PC</Computer>
  <Security UserID="S-1-5-18" />
</System>
```

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```
- <UserData>
- <ErrorData
xmlns:auto-ns3="http://schemas.microsoft.com/win/2004/08/events
xmlns="http://manifests.microsoft.com/win/2004/08/windows/eventlog>
<Device>uuid:10000000-0000-0000-0200-00125A794D43</Device>
</ErrorData>
</UserData>
</Event>

<Event xmlns="http://schemas.microsoft.com/win/2004/08/events/event>
- <System>
<Provider Name="Microsoft-Windows-IPBusEnum"
Guid="{cd032e15-15ad-4da4-afc6-03bf83516195}" />
<EventID>1003</EventID>
<Version>0</Version>
<Level>4</Level>
<Task>0</Task>
<Opcode>0</Opcode>
<Keywords>0x80000000000000010</Keywords>
<TimeCreated SystemTime="2007-08-15T09:40:15.741Z" />
<EventRecordID>8862</EventRecordID>
<Correlation />
<Execution ProcessID="1320" ThreadID="4128" />
<Channel>System</Channel>
<Computer>hamo-PC</Computer>
<Security UserID="S-1-5-18" />
</System>
- <UserData>
- <ErrorData
xmlns:auto-ns3="http://schemas.microsoft.com/win/2004/08/events
xmlns="http://manifests.microsoft.com/win/2004/08/windows/eventlog>
<Device>uuid:20000000-0000-0000-0200-00125A794D43</Device>
</ErrorData>
</UserData>
</Event>

<Event xmlns="http://schemas.microsoft.com/win/2004/08/events/event>
- <System>
<Provider Name="Microsoft-Windows-IPBusEnum"
Guid="{cd032e15-15ad-4da4-afc6-03bf83516195}" />
<EventID>1004</EventID>
<Version>0</Version>
<Level>4</Level>
<Task>0</Task>
<Opcode>0</Opcode>
<Keywords>0x80000000000000010</Keywords>
<TimeCreated SystemTime="2007-08-15T09:40:52.294Z" />
<EventRecordID>8863</EventRecordID>
<Correlation />
<Execution ProcessID="1320" ThreadID="1324" />
<Channel>System</Channel>
```

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<Computer>hamo-PC</Computer>  
<Security UserID="S-1-5-18" />  
</System>  
- <UserData>  
- <ErrorData  
xmlns:auto-ns3="http://schemas.microsoft.com/win/2004/08/events  
xmlns="http://manifests.microsoft.com/win/2004/08/windows/eventlog>  
<Device>uuid:10000000-0000-0000-0200-00125A794D43</Device>  
</ErrorData>  
</UserData>  
</Event>

"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@xxxxxxxxxxxxxxxxxxxxxxxx> wrote in message news:%23Kuvret3HHA.3600@xxxxxxxxxxxxxxxxxxxxxxxx

One more thing – what firewall/privacy/anti-spyware/anti-virus software do you have installed on your PC?

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

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@xxxxxxxxxxxxxxxxxxxxxxxxxxxx> wrote in message news:0A51FC5E-3772-4B08-B460-83611189A710@xxxxxxxxxxxxxxxxxxxx

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>  
<Provider  
Name="Microsoft-Windows-Winlogon"  
Guid="{DBE9B383-7CF3-4331-91CC-A3CB16A3B538}"  
EventSourceName="Wlclntfy"  
</>  
<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"  
</>  
<EventRecordID>1851</EventRecordID>  
<Correlation />  
<Execution ProcessID="0" ThreadID="0" />  
<Channel>Application</Channel>  
<Computer>hamo-PC</Computer>  
<Security />  
</System>  
- <EventData>

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<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.

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

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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

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

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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  
ram etc etc  
(is brand  
new).

The same  
problem  
occurs  
regardless  
of firewall  
on or off.

Any clues?

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