

Re: Media Centre stalls on Xbox

Source:

<http://www.tech-archive.net/Archive/Windows/microsoft.public.windows.mediacenter/2007-08/msg00549.html>

- *From:* Hamo <Hamo@xxxxxxxxxxxxxxxxxxxxxxxxxxxxxx>
 - *Date:* Thu, 16 Aug 2007 17:45:33 -0700
-

It would appear that it is ASUS proprietry software 'ASUS Security Protect Manager' by Biosrript software, version 2.1.0.880.9. The reader is by Authen Tic.

Ive scanned the software and can not see where you can disable it for a particular session???? Other than logging off it – although I cant see that that would help the Windows logon issue.

Is there something I can do to fix this issue. Obviously I would want to retain the functionality of both items – which I would have assumed would have been fixed considering the prevelance of finger scanners.

In the settings under Windows Network Logon it has a couple of options:

- 1) Allow Windows logon to domain only
- 2) Disable network account browsing
- 3) virtual token authentication

Im not sure if any of these options allow a pass through????

"Todd Bowra [MSFT]" wrote:

Does this laptop have a fingerprint reader? If so, do you have VeriSoft Access Manager installed? Various fingerprint login packages insert an extra step in the login process that breaks the ability for Extenders to use their cached credentials to connect to the Media Center PC.

—

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"Hamo" <Hamo@xxxxxxxxxxxxxxxxxxxxxxxxxxxxxx> wrote in message <news:A4DAEA4D-8048-4CD1-A207-A4B3128F55BF@xxxxxxxxxxxxxxxxxx>

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

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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>
- <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>
```

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```
<Version>0</Version>
<Level>4</Level>
<Task>0</Task>
<Opcode>0</Opcode>
<Keywords>0x8000000000000010</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>0x8000000000000010</Keywords>
<TimeCreated SystemTime="2007-08-15T09:40:52.294Z" />
<EventRecordID>8863</EventRecordID>
<Correlation />
<Execution ProcessID="1320" ThreadID="1324" />
<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:10000000-0000-0000-0200-00125A794D43</Device>
</ErrorData>
</UserData>
</Event>
```

"Todd Bowra [MSFT]" wrote:

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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@xxxxxxxxxxxxxxxxxxxxxx> wrote in message news:%23Kuvret3HHA.3600@xxxxxxxxxxxxxxxxxxxxxxxxxx

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@xxxxxxxxxxxxxxxxxxxxxx> wrote in message news:eqfNCdt3HHA.1484@xxxxxxxxxxxxxxxxxxxxxxxxxx

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>

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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="WlcIntfy"

/>

<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>

<Data>TrustedInstaller</Data>

<Binary>D9060000</Binary>

</EventData>

</Event>

"Todd

Bowra

[MSFT]"

wrote:

Re: Media Centre stalls on Xbox

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

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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.

==
This
posting
is
provided
"AS
IS"
with
no
warranties.
and

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confers

no

rights.

"Hamo"

<Hamo@xxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxx>

wrote

in

message

news:59FDB60F-046A-44B3-8DD2-D4C32Aafb71E@x

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.

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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

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(is
brand
new).

The
same
problem
occurs
regardless
of
firewall
on
or
off.

Any
clues?