

microsoft.public.windowsmedia.player: Re: Error Message: 0xC00D11D1: Cannot play the file

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**Source:**

<http://www.tech-archive.net/Archive/Media/microsoft.public.windowsmedia.player/2004-06/1788.html>

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**From:** Chris Lanier [MVP] ([cal2002a\\_at\\_hotmail.NOSPAM.com](mailto:cal2002a_at_hotmail.NOSPAM.com))

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Provide context about the issue then.

Error C00D11D1 or "Cannot play the file because there might be a problem with the sound or video device, such as a sound or video card." means just what the error text says. There is a problem with the sound or video device or maybe even both.

What you will want to do is reinstall the drivers for both of them. Even if the sound or video works in another application or in part of WMP you will still want to do it.

If you need help locating where to get the latest drivers for your sound card and/or video card try the following. Your Device Manager in Windows "should" supply the information assume the sound card and/or video card has been detected. To access the Device Manager right click on My Computer and select the Device Manager tab. In Windows XP goto the Hardware Tab and select Device Manager.

If you don't know how to access the Device Manager or it doesn't show your card, than the easiest thing to do is download a free utility like Belarc Advisor (<http://tinyurl.com/5w6o>). Run the installer then it will open a webpage for you. Under Multimedia it will tell you the sound card or "Audio Controller" you have in your PC. Just above that you will see Display. The "Display Adapter" is your video card. So again, get the name and version then you can download the drivers from the maker of the card.

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Chris Lanier  
Microsoft MVP - Digital Media

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"Matt" <[anonymous@discussions.microsoft.com](mailto:anonymous@discussions.microsoft.com)> wrote in message news:6ADAF7CD-7D7B-441E-BD7A-D696FD9964D4@microsoft.com...

> Reinstall the current what? If it is drivers, I did that already, and it still does not work.